9-1-1
WebDBMS v3.8

Product Guide

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Table of Contents

WebDBMS provides remote access to the 9-1-1 database via secure internet connection. It is divided into four major sections:

Tables provides access to the Agency, ESN, MSAG, and Customer, and Customer Correction tables in the 9-1-1 database. Requests can be made in WebDBMS to add, change, or delete records in these tables; those with appropriate user privileges can make changes directly. Access is also provided to the read-only Process Log and MSAG and Customer History tables, as well as to the MSAG Export configuration table.

ANI / ALI provides a communication, problem-resolution, record-keeping, and quality control tool for PSAPs, telephone companies, 9-1-1 database management service providers, and others. ANI / ALI problems are reported by PSAPs and resolved with input from all stakeholders. In addition, ANI / ALI discrepancies entered using Cassidian's VESTA™ controller can be parsed and inserted into the ANI / ALI portion of WebDBMS.

Reports provides user-configurable reports on table data.

Metrics provides user configurable reports on database quality.

PBX is designed to provide PBX operators access to their own customer records in the 9-1-1 database. It allows PBX users to query, view, add, edit, delete, and export their own customer records.

Other provides for notifications, uploading and downloading, changing passwords, and viewing the Process Log for customer imports. It is described in detail at the end of this section.

WebDBMS User Profiles
Tables and ANI / ALI WebDBMS users can be configured to have access to all tables, several tables, or a single table in the 9-1-1 database or the ANI / ALI areas. Users can be further limited to certain records within a table. Users are also configured to have specific user privileges within their assigned areas. In addition, it is possible to prevent the display, export and reporting of Customer record phone numbers per Type of Service level (TOS) at the individual user level. As applicable for such configured users, the phone number will be masked for display, export and reporting. WebDBMS users are configured in Tools / WebDBMS User Maintenance in the DBMS software. User privileges are detailed below:

- **Readers:** have read-only privileges in one or more tables or portions of tables in WebDBMS. Readers can run queries and view and print records in the area(s) to which they have been given access. If so configured, they can download files and export lists of records and configure MSAG exports.

> *Excel is subject to its own maximum record count limitations.*
>
> *If exports greater than 1,000 records are needed, best practices recommend utilizing MSAG Export configurations (self-service tool in WebDBMS) or utilizing the dedicated export utility as found within DBMS.*

- **Submitters:** In addition to reader privileges, submitters can request that insertions, deletions, and changes be made to their assigned areas or report ANI / ALI problems. Two levels of submitters are supported. If **Submitter 1** is configured, that user sends change requests or ANI / ALI discrepancy reports to **Submitter 2**. Submitter 2 reviews requests and discrepancy reports, initiates requests / reports, and forwards both to Approver. Where there are two levels of submitters, they communicate with each other in WebDBMS to resolve discrepancies in requests / reports. When only one level of submitter is required, only Submitter 2 should be configured.

- **Approvers:** In addition to reader and submitter rights, these users can make insertions, deletions, and changes to their assigned areas of the 9-1-1 database directly; initiate requests / reports; approve / deny requests made by submitters; and communicate with others to resolve ANI / ALI problems.

PBX users are configured in Tools / User Maintenance in the DBMS software and have approver-level rights only.

Examples of WebDBMS users are provided below:

- At some sites, MSAG changes may require approval by the 9-1-1 database management service provider. In those instances a user representing a county may be assigned **Submitter 2** rights for the MSAG table only. **Submitter 2** enters requests for MSAG insertions, changes, and deletions; and **Approver**, representing the 9-1-1 database management service provider, either approves or denies the requests. At other sites, the county might act as **Approver** in the MSAG table and be able to make insertions, changes, or deletions directly. Requests, changes, and accompanying notes are tracked and archived.

- A telephone company may have **Reader** privileges for the entire MSAG and **Approver** privileges for their own customer records in the Customer table. Changes and accompanying notes are tracked and archived.

- PSAP users may be given **Submitter 1** privileges within their own PSAP to submit ANI / ALI discrepancy reports to **Submitter 2**. **Submitter 2** communicates with **Submitter 1** if there are problems related to the report and then forwards it to **Approver**. **Approver** can, in consultation with the PSAP and others, resolve the problems and facilitate 9-1-1 database changes. Reports, changes, and accompanying notes are tracked and archived.

- PBX operators, using a special function of WebDBMS, are given **Approver** privileges to query, view, add, edit, and delete their own customer records. Records are then saved directly to the 9-1-1 database.

WebDBMS Requirements
Remote users access WebDBMS from any computer with internet capability running Microsoft **Internet Explorer™ 9 or higher**. Access rights, user privileges, and URL are assigned by the 9-1-1 database management service provider.

If Internet Explorer 8.0 (IE8) or lower is used, please note the following additional requirements:

- *Version support is driven by Microsoft™ End of Life cycle / End of Technical and Security support announcements*
- *As of **April 8, 2014**, Microsoft™ has announced to no longer offer technical assistance for IE8, including **security** patches that help protect your local PC*
- *Using older or lower versions than recommended **does not** guarantee a fully functional application experience, certain features and behaviors **will not** perform as expected.*

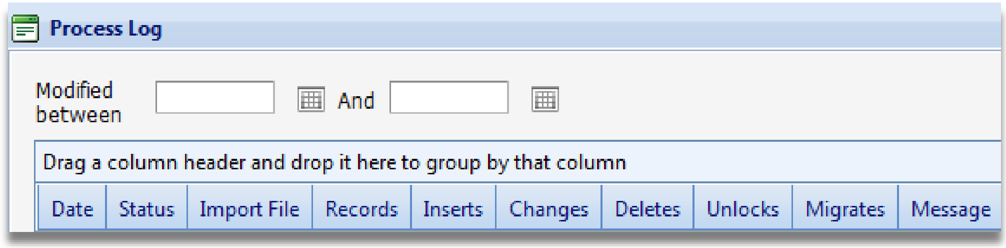
WebDBMS Notifications
Notifications posted by the 9-1-1 database management service provider can be accessed by clicking **Other** on the explorer bar and selecting Notification.

WebDBMS Upload
You may upload Service Order Input (SOI) files to the 9-1-1 database management service provider by clicking **Other** on the explorer bar and selecting Upload, if configured by the service provider. Appropriate security privileges are required.

WebDBMS Download
Files placed on the server by the 9-1-1 database management service provider may be downloaded by clicking **Other** on the explorer bar and selecting Download. Once in the Download screen, open the appropriate folder and select the download file. Appropriate security privileges are required.

WebDBMS Change Password
Passwords may be changed by clicking **Other** on the explorer bar and selecting **Change Password**.

WebDBMS Process Log
Select **Other** from the explorer bar to access the Process Log. If the user has appropriate privileges, the Process Log may be queried, viewed, and exported (MS Excel™ only). The Process Log displays and describes files that have been imported into the DBMS software that fit the user's profile. If no service order provider is associated with the user, no data will be returned.



WebDBMS Process Log

To Query: Enter the date range (required). Select Run Query.

To View: Use the scroll bar to view import file data in the grid. The Process Log is read only.

To Export: Select Export from the WebDBMS toolbar at the top. All rows in the current view are exported.

NENA export is not available for the Process Log.

Only a subset of the columns as provided in the DBMS version are displayed in the WebDBMS Process Log.

WebDBMS Manual

This manual has been written in modules so that it is available to users based on table and user privilege. For example, a Customer Reader would be provided the sections on Login and Reader in Customer. A Customer Submitter 1 would be provided Login, Customer Reader, and Customer Submitter 1 instructions. A Customer Submitter 2 would be provided Login, Customer Reader, Customer Submitter 1, and Customer Submitter 2 instructions. A Customer Approver would be given the Login, Reader, Submitter 1, Submitter 2, and Approver instructions for the Customer table.

General

With WebDBMS V3.5 and higher, the application supports tabbed viewing up to a maximum of 8 open tabs by default installation.

WebDBMS will display an information only window to the user if a browser other than Internet Explorer is being utilized to connect to WebDBMS. While not preventing access through a different browser, utilizing a browser other than Internet Explorer may affect performance or behavior of WebDBMS, if chosen to proceed.

WebDBMS can also be optionally configured to display an authentication page following a successful login to the application. This page can be utilized to provide legal disclaimers, or also provide important system messages to the incoming web user.

WebDBMS offers an automated password reset feature for an expired web user's account. Only in this scenario is it possible for the web user to reset his / her password without requiring the assistance of the system administrator.

WebDBMS offers an automated password reset feature in the event of a web user having forgotten his / her password. In this scenario, the login screen will offer a link; upon clicking, the web user will be emailed a temporary, one time use password to reset the password.

This feature has been integrated into the expired password logic as well. If a web user is locked out (too many failed attempts, or due to inactivity), the web user will still be required to contact the 9-1-1 database system administrator in order to re-enable an existing account.

Any WebDBMS result grid is by **default** limited to return only the **first** 100 qualifying records (even if more qualifying records exist in the database). It is strongly recommended to always narrow down any query as much as possible.

Any WebDBMS report is by **default** limited to return only the **first** 500 qualifying records (even if more qualifying records exist in the database). It is strongly recommended to always narrow down any query as much as possible.

Any data export to Microsoft™ Excel will be exported in the Microsoft™ native format of .csv, unless otherwise specifically noted. While some screens may still use the label of 'Excel', any and all such labels will be adjusted with subsequent releases.

Any use of the **NPA value** (where NPA is its own criteria or filter field) will need to be a full 3 digit value.

Following the implementation of a new WebDBMS release at the 9-1-1 database host site, any WebDBMS user (internal and external via the Internet) may need to refresh \ clear the cache of their **local** Internet Explorer instance. Use the Control key + F5 to force a reload from the hosting web server.

Please be sure to visit the 911 Datamaster User Community on the Web for a wealth of information relating to Best Practices, Tips and Tricks and Discussions: www.911datamaster.com.

WebDBMS Login Screen

Using the URL provided by the 9-1-1 database service provider, enter the assigned Login ID and Password. Upon initial login, users are prompted to change their passwords. Passwords are case sensitive and require letters, numbers, and special characters. If you do not have appropriate access or privileges, please contact your 9-1-1 database management service provider.

If a user attempts to login five times and is not successful, the user (based on User ID) will be locked out and, if configured, a database supervisor notified via email. WebDBMS will not be available to that user until a supervisor resets the user's account in the DBMS software.

Timing Out

Users will time out when there is no activity for a configurable period of time. When a user times out, the Login screen will reappear.

Logging Out

Select the Log Out button on the top toolbar or close the browser.

User Level: Reader

Readers have read-only access to all or part of the Agency table, the Agency Pending Changes table, and the Agency Archived Changes table.

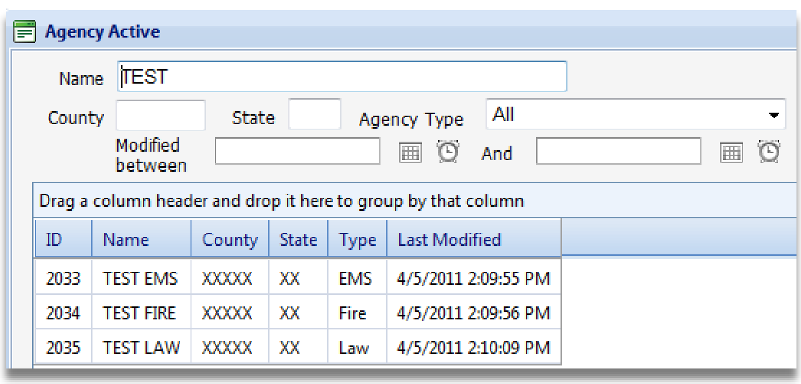
> *Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.*

The Agency Table

Select **Agency** from the Tables menu on the left. The Agency table consists of the Query Panel / List screen that displays the name, county, state, type of agency, and last modified date and the Agency Detail screen, reached by double-clicking a list entry.

> *If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire and EMS services.*
>
> *While an agency record is in use, key fields cannot be edited. Key fields are county and state values, as well as Agency Type. Being in use refers to the agency record being associated to a pending Agency or pending ESN record, or being attached to an ESN record.*

To View / Print an Agency Record



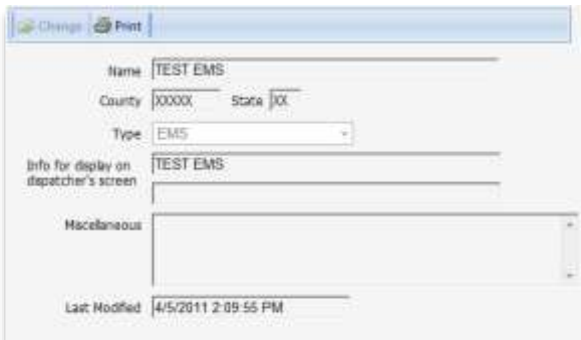
Agency List

If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the lower right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Agency Detail

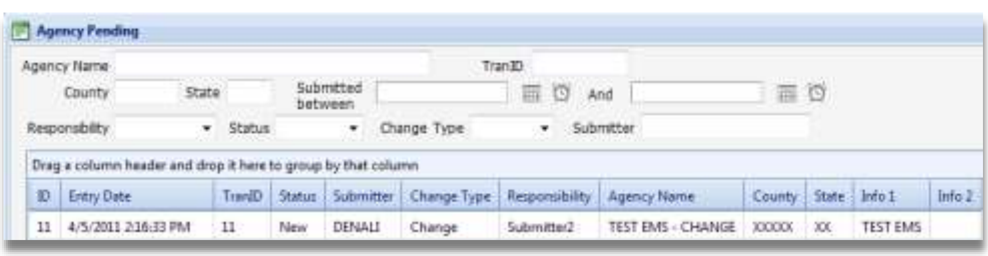
From the list screen double-click the record to be viewed. Once in the Agency detail screen, you may view the record. To print the record, select the Print button. Exit using the X in the upper right corner of the screen.

The Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the Agency Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Pending Changes submenu.

Agency Pending Changes lists entry date, transaction ID, status, submitter, change type, responsibility, agency name, county, state, and the info for display on dispatcher's screen fields.



Agency Pending Changes List

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

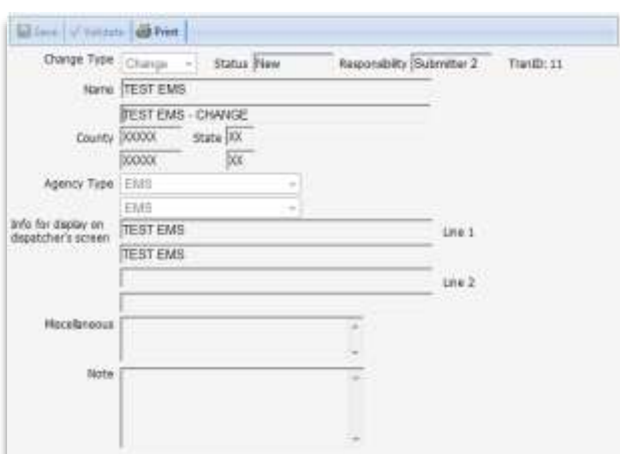
To View / Print an Agency Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the request to move to the detail screen.



Agency Pending Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

The Archived Changes Table

Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Archived Changes submenu.

Agency Archived Changes lists archive date, transaction ID, submitter, approver, change type, agency name, county, state, info for display on dispatcher's screen fields, and entry date.

Agency Archived Changes List

To View / Print an Archived Change Request

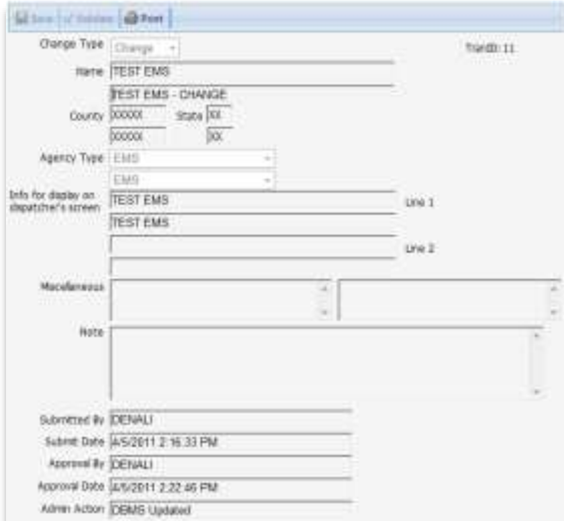
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been appended to the request: Submitted By, Submit Date, Approval By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display "Request denied."



Agency Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 1

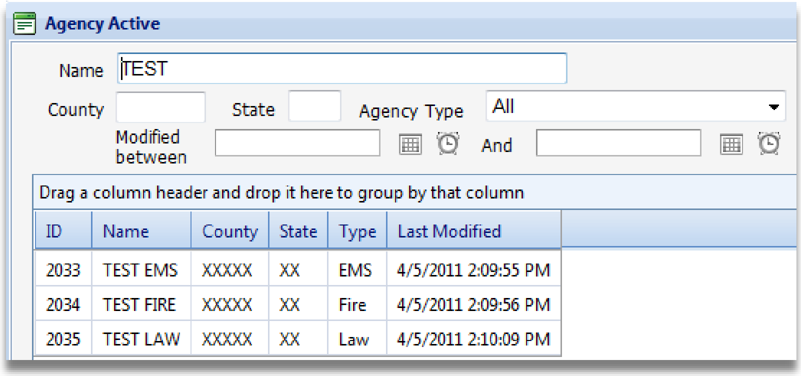
Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 1 has access to all or part of the Agency table, the Agency Pending Changes table, and the Agency Archived Changes table and is engaged in three major activities:

- **One:** Submitting change requests to Submitter 2 and communicating with Submitter 2 to resolve discrepancies in these requests
- **Two:** Monitoring the Agency Pending Changes table to ensure that all requests for which Submitter 1 is responsible are promptly addressed
- **Three:** Monitoring archived requests in the Agency Archived Changes table

One: Submitting Change Requests

Select **Agency** from the Tables menu on the left. The Agency table displays emergency service providers. It consists of the **Query Panel / List** screen that displays the name, county, state, type of agency, and last modified date and the **Agency Detail** screen, reached by double-clicking a list entry.



Agency List

*If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire **and** EMS services.*

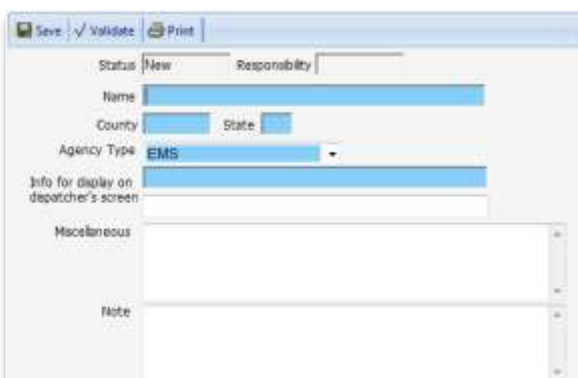
To Request that a New Agency Record be Inserted
Click New on the upper left of the toolbar. Enter agency data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter the agency name. Input is limited to 32 characters.

County: Input is limited to four characters.

State: Input is limited to two characters.



Agency Detail — New

Agency Type: From the pick list, choose the agency type.

Info for display on dispatcher's screen: In this field, enter what you would like the dispatcher to see, usually enter the agency's name, when a 9-1-1 call is received. Input is limited to 32 characters.

The second line is for future use and is not currently sent to the dispatcher's screen.

Miscellaneous: Enter any information of any length. This information is permanently attached to this record.

Enter any information you would like to convey to other users. Notes from all users are retained in the request record.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered and forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Exit using the X on the top right of the screen.

To Request that an Agency Record be Changed

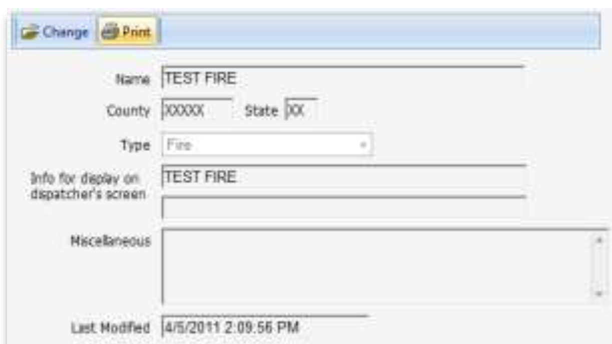
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.



Agency — Detail

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

Agency Detail — Change

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Use the Note field to convey information to other users. Notes from all users are retained in the request record. Fields highlighted in blue cannot be left blank.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered and forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that an Agency Record be Deleted

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Agency Detail — Delete

From the list, double-click the record to move to the Agency Detail screen, select Change then select Delete from the Change Type pick list. Use the Note field to convey information to other users. Notes from all users are retained in the request record.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is “New” and Submitter 1 created the request or if the status is “Working” and the responsibility is “Submitter 1,” you can edit the request. If the status is “Working” and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see “Monitoring the Pending Changes Table.”

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

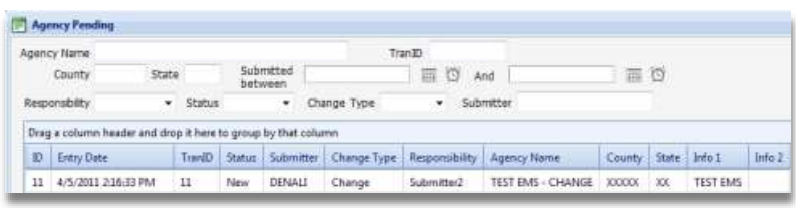
Save: Select Save from the toolbar, if you wish to proceed with the delete and to forward the request to Submitter 2.

> *If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.*

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table
Active requests for changes to the 9-1-1 database can be viewed in the Agency Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Pending Changes submenu.



Agency Pending Changes List

Agency Pending Changes lists entry date, transaction ID, status, submitter, change type, responsibility, agency name, county, state, and the info for display on dispatcher's screen fields.

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests

Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

To View / Edit / Print an Agency Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Agency Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes and / or additions to the Note field. Notes from all users are retained in the request record.

The Misc. field is a permanent part of the Agency record; the Note field is reserved for communication between Submitter and Approver.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Archived Changes submenu.

Agency Archived Changes lists archive date, transaction ID, submitter, approver, change type, agency name, county, state, the info for display on dispatcher's screen fields, and entry date. The Agency Archived Changes table is read only.

Agency Archived Changes List

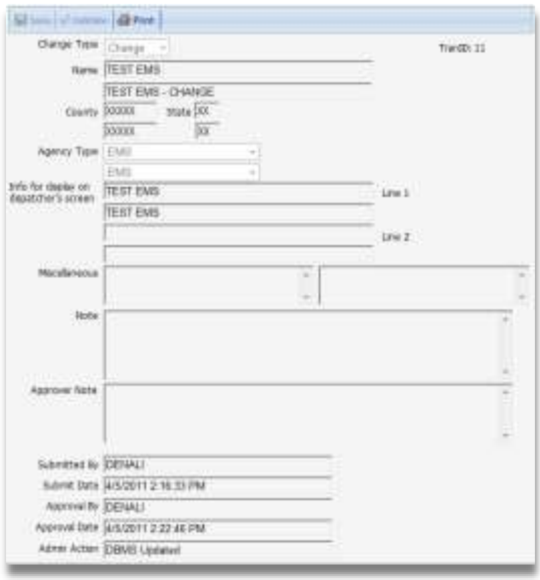
To View / Print an Agency Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



Agency Archived Changes Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 2

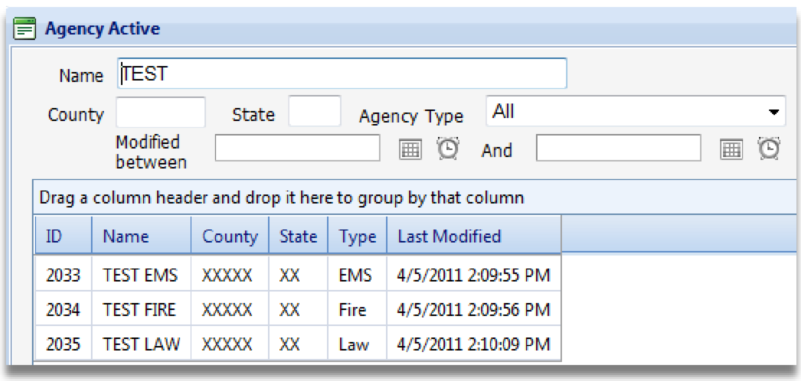
Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 2 has access to all or part of the Agency table, the Agency Pending Changes table, and the Agency Archived Changes table and is engaged in three major activities:

- **One:** Submitting change requests to Approver and communicating with Approver to resolve discrepancies in these requests

- **Two:** Monitoring the Pending Changes table to ensure that all requests for which Submitter 2 is responsible are appropriately reviewed. This involves:
  - Reviewing change requests received from Submitter 1 (if configured) and communicating with Submitter 1 to resolve discrepancies in requests, and
  - Forwarding reviewed requests to Approver for ultimate disposition
- **Three:** Monitoring archived requests in the Archived Changes table

One: Submitting Change Requests
Select **Agency** from the Tables menu on the left. The Agency table displays emergency service providers. It consists of the Query Panel / List screen that displays the name, county, state, type of agency, and last modified date and the Agency Detail screen, reached by double-clicking a list entry.



Agency List

If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire and EMS services.

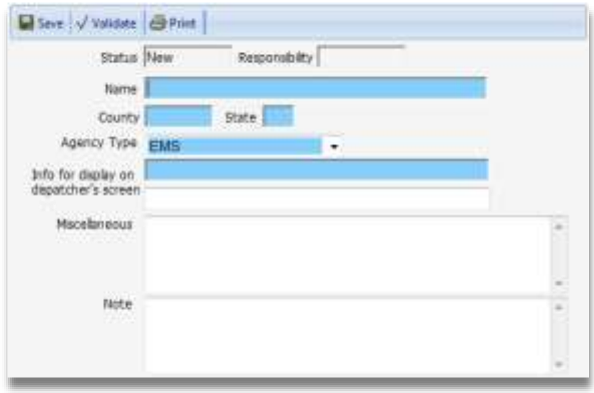
To Request that a New Agency Record be Inserted
Click New on the upper left of the toolbar. Enter agency data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter the agency name. Input is limited to 32 characters.

County: Input is limited to four characters.

State: Input is limited to two characters.



Agency Detail — New

Agency Type: From the pick list, choose the agency type.

Info for display on dispatcher's screen: In this field enter what you would like the dispatcher to see, usually enter the agency's name, when a 9-1-1 call is received. Input is limited to 32 characters.

> *The second line is for future use and is not currently sent to the dispatcher's screen.*

Miscellaneous: Enter any information of any length. This information is permanently attached to this record.

> *Enter any information you would like to convey to other users. Notes from all users are retained in the request.*

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- Return to Submitter 1: This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.
- Undo Save and return to record: Choose this option to return to the input screen without saving.
- Save to Pending Changes list: Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- Submit to Approver: Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Exit using the X on the top right of the screen.

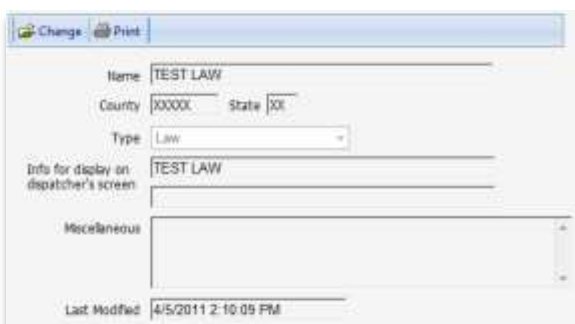
To Request that an Agency Record be Changed
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.



Agency — Detail

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

Agency Detail — Change

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Use the Note field to convey information to other users. Notes from all users are retained in the request. Fields highlighted in blue cannot be left blank.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.
- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that an Agency Record be Deleted

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom line of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

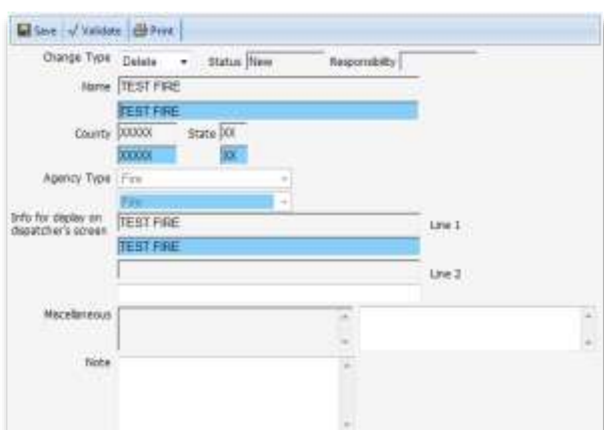
> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the record to move to the Agency Detail screen, select Change then select Delete from the Change Type pick list. Use the Note field to convey information to other users. Notes from all users are retained in the request.

> *If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."*



Agency Detail — Delete

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save from the toolbar, if you wish to proceed with the delete.

> *If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.*

Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.

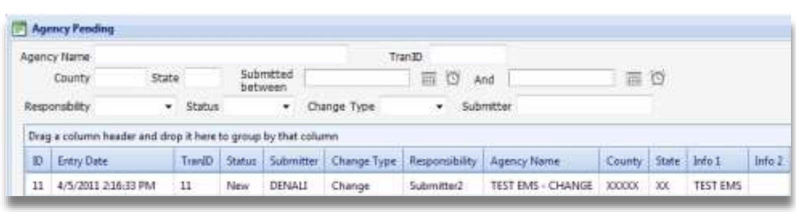
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table
Active requests for changes to the 9-1-1 database can be viewed in the Agency Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Pending Changes submenu.



Agency Pending Changes List

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.

- All requests in red are the responsibility of Submitter 2.

- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests
Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

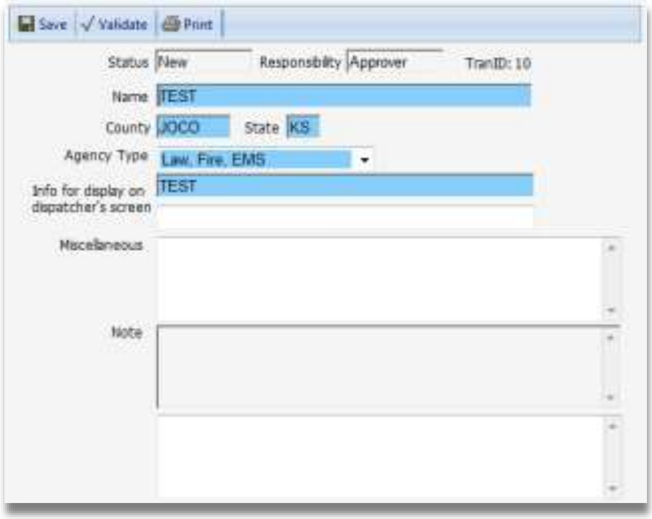
Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

To View / Edit / Print an Agency Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Agency Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes to the request and make entries in the Note field. Notes from all users are retained in the request.

The Misc. field is a permanent part of the Agency record; the Note field is reserved for communication between submitters and Approver.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** Choose this option to request further information from Submitter 1.

  Use this option only when a Submitter 1 has been configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

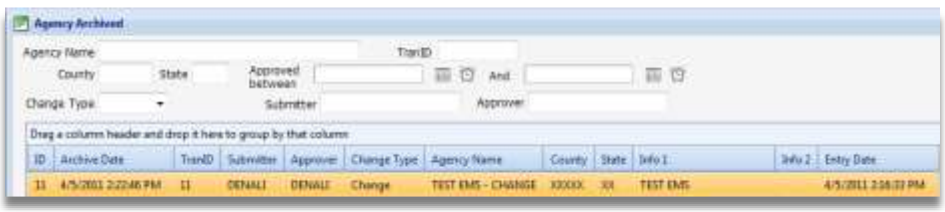
Cancel: Select the X on the top right of the screen to return the request to its pre-edited form.

Three: Monitoring the Archived Changes Table

Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Archived Changes submenu.

Agency Archived Changes lists archive date, transaction ID, submitter, approver, change type, agency name, county, state, the info for display on dispatcher's screen fields, and entry date. The Agency Archived Changes table is read only.



Agency Archived Changes List

To View / Print an Agency Archived Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Agency Archived Changes Detail

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Approver
Approvers have access to all or part of the Agency table, the Agency Pending Changes table, and the Agency Archived Changes table and are engaged in three major activities:

- **One:** Reviewing change requests in the Pending Changes table; communicating with Submitter 2 to resolve discrepancies in requests; and approving or denying change requests

- **Two:** Making insertions, changes, and deletions directly to the 9-1-1 database and, less frequently, creating change requests

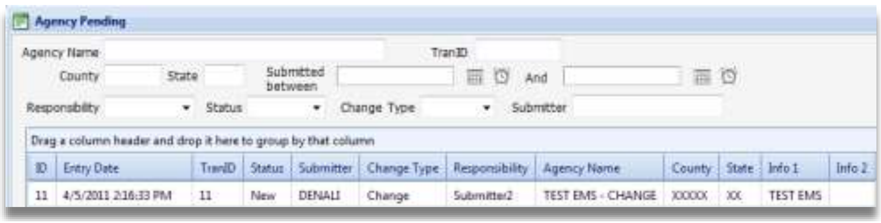
- **Three:** Monitoring archived requests in the Archived Changes table

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

One: Reviewing Change Requests

Once Submitter 2 initiates / reviews change requests and submits them to Approver, they become Approver's responsibility and can be reviewed in the Pending Changes table. When requests are approved or denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Pending Changes submenu.



Agency Pending Changes List

Agency Pending Changes lists all active Agency Requests and displays entry date, transaction ID, status, submitter, change type, responsibility, agency name, county, state, and the info for display on dispatcher's screen fields.

Responsibility

Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status

Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests

Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

> *Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.*

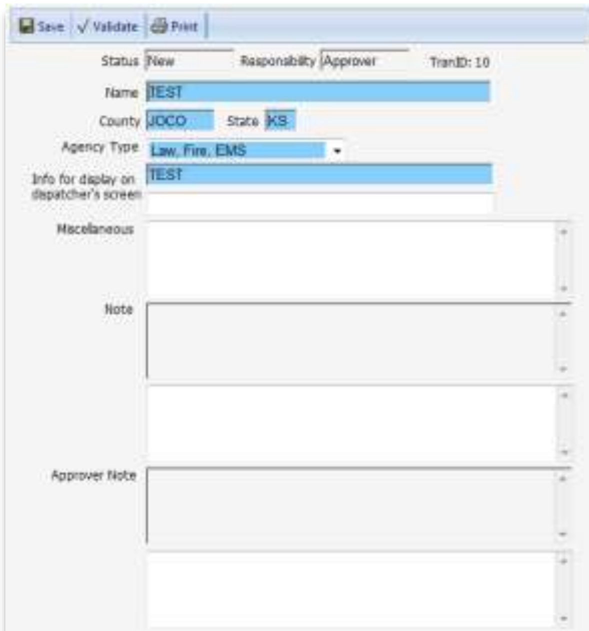
To View / Edit / Print / Approve / Deny Requests

If the request is not displayed, open the query panel if necessary and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Agency Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes. If this request is to be returned to Submitter 2, ask any necessary questions in the Note field. Notes from all users are retained in the request.

The Misc. field is a permanent part of the Agency record; the Note field is reserved for communication between Submitter and Approver. If necessary, make entries in the Approver Note field. This field can be viewed by users at the approver level only.

If no changes are necessary, select **Save** to move to the **Save Menu** described below.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check the request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save to move to the Save Menu, described in the following section, if there are no changes or if you wish to keep any changes you entered. An incomplete request cannot be saved.

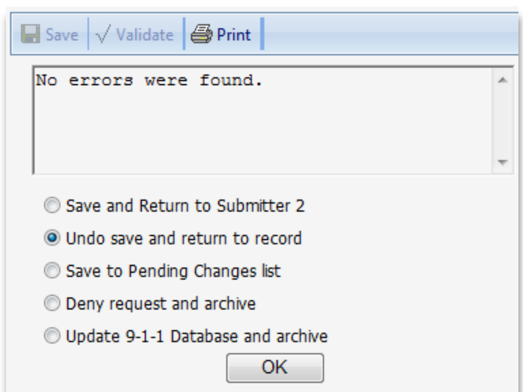
Please read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the request to its pre-edited form.

The Save Menu

The Save Menu reports on the validity of the change request in the text field at the top of the screen. Options for the disposition of the request are listed below:

- **Save and return to Submitter 2:** Select this option if you require additional information from Submitter 2 to approve or deny this request or if you are creating a request and require information from Submitter 2.



Agency — Saving a Record

- **Undo save and return to record:** Select this option if the validation field reports errors that you would like to correct before saving or if you choose not to keep the changes you made. Once back in the request, you can re-edit or exit using the X, to return the request to its pre-edited form. This option does not change the request's responsibility or status.

- **Save to Pending Changes list:** Select this option if you would like to save changes you've made and retain the request in the Pending Changes list.

- **Deny request and archive:** Select this option if, upon consideration, you choose to deny the request. When this option is chosen, the request moves to the Archived Changes table. Note: This option is not available when Approver initiates a request and saves it for the first time.

- **Update 9-1-1 Database and archive:** Select this option to apply the change to the 9-1-1 database. When this option is chosen, the request moves to the Archived Changes table.

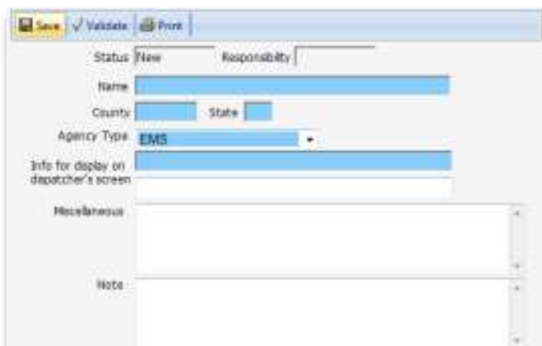
  If a request contains an error, this option is not available.

Two: Making Changes Directly to the 9-1-1 Database
In addition to approving or denying requests for insertions, changes, and deletions to the Agency table, Approver can make changes directly to the 9-1-1 database. Less frequently, Approver may choose to create a change request for further research or referral.

To Insert a New Agency Record
While in the Agency table, click New on the upper left of the toolbar. Enter agency data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter the agency name. Input is limited to 32 characters.



Agency Detail — New

County: Input is limited to four characters.

State: Input is limited to two characters.

Agency Type: From the pick list, choose the agency type.

Info for display on dispatcher's screen: In this field enter what you would like the dispatcher to see, usually enter the agency's name, when a 9-1-1 call is received. Input is limited to 32 characters.

The second line is for future use and is not currently sent to the dispatcher's screen.

Miscellaneous: Enter any information of any length that will be permanently attached to this record.

Enter any information you would like to convey to other users.

Notes from all users are retained in the request.

Approver Note: Enter any necessary information. This field can be viewed by users at the approver level only.

To Print / Validate / Save / Cancel

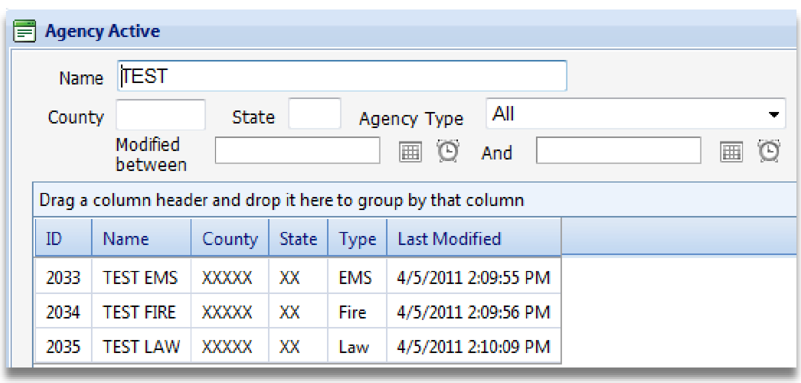
Print: Select Print.

Validate: Select Validate to check this insertion against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. An incomplete record cannot be saved. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

Cancel: Exit using the X on the top right of the screen.



Agency List

To Change an Agency Record

From the Tables menu on the left of the screen, click Agency.

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

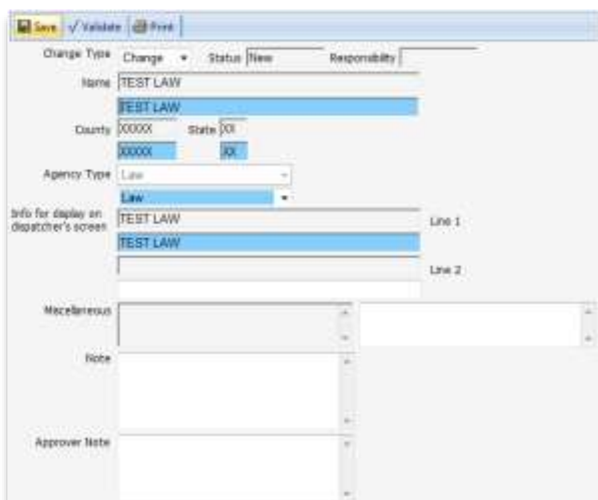
If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire and EMS services.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

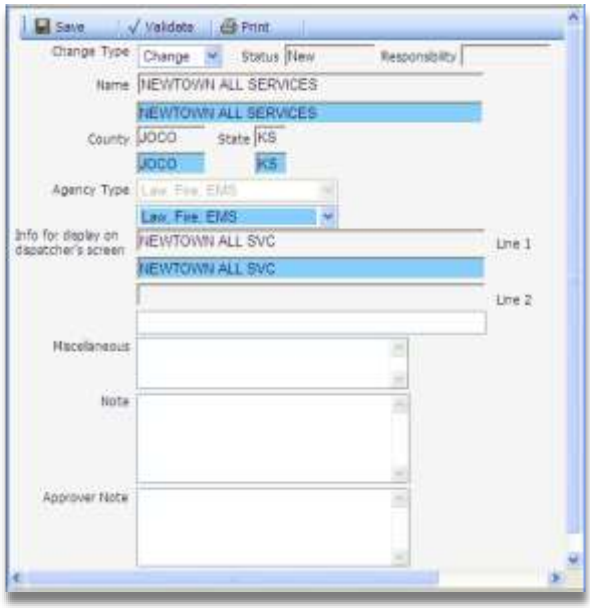
Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."



Agency — Detail Change



Agency Detail — Change

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Fields highlighted in blue cannot be left blank.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this change against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an Agency Record

From the Tables menu on the left of the screen, click Agency.

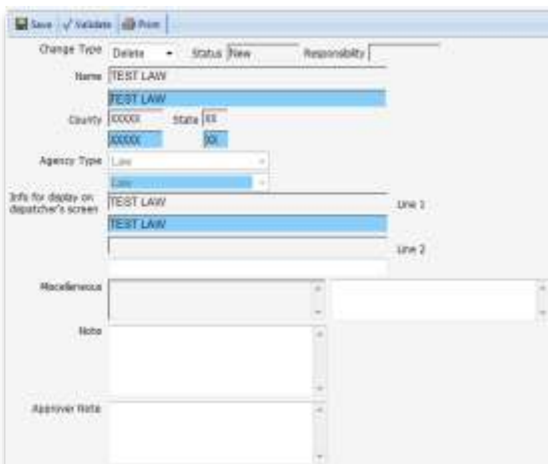
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

> *If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire and EMS services.*

With appropriate user privileges, the list may be exported to Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*



Agency Detail — Delete

From the list, double-click the record to move to the Agency detail screen, select Change then select Delete from the Change Type pick list. Add a note, if necessary.

> *If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."*

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this delete against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to proceed with the delete. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

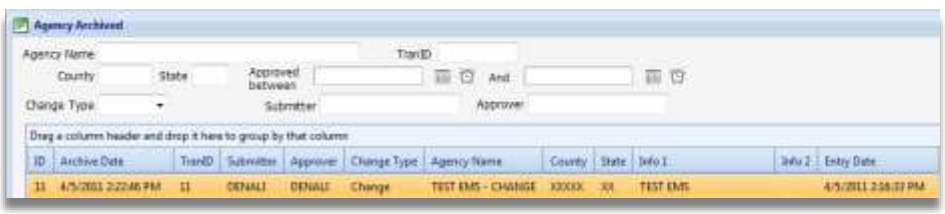
If you are unable to save the delete because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, they move to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Archived Changes submenu.

Agency Archived Changes lists archive date, transaction ID; submitter, approver, change type, agency name, county, state, the info for display on dispatcher's screen fields, and entry date. The Agency Archived Changes Table is read only.



Agency Archived Changes List

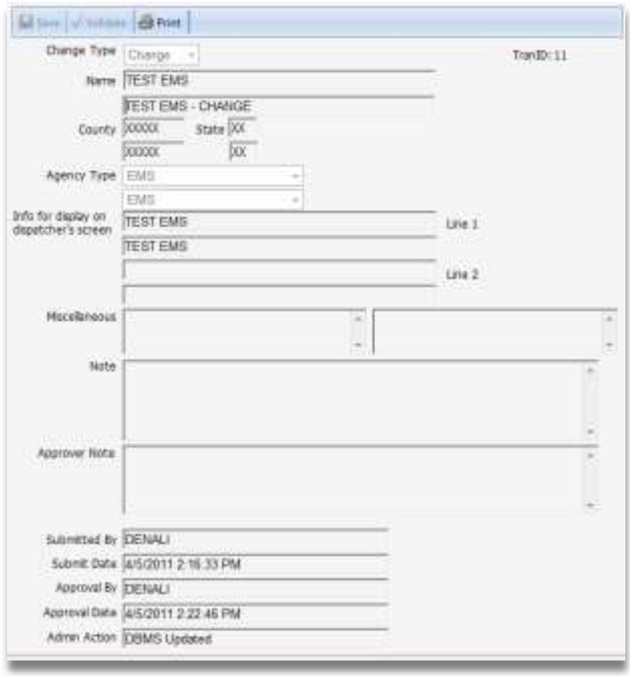
To View / Print an Agency Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



Agency Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

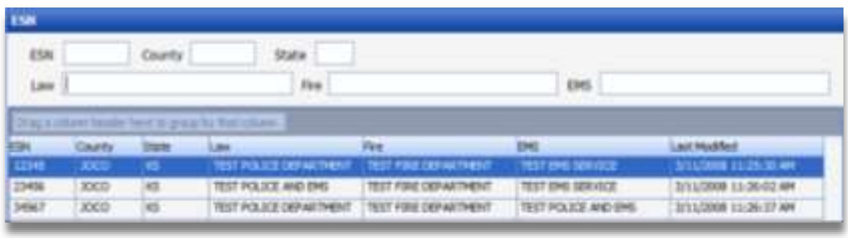
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Reader
Readers have read-only access to all or part of the ESN table, the ESN Pending Changes table, and the ESN Archived Changes table.

> *Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.*

The ESN Table
Select ESN from the Tables menu on the left. The ESN table consists of the Query Panel / List screen that displays the ESN; county; state; the ESN's constituent law, fire, and EMS agencies; and last modified date and the ESN Detail screen, reached by double-clicking a list entry.

To View / Print an ESN Record



ESN List

If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list screen double-click the record to be viewed. Once in the ESN detail screen, you may view the record. To print the record, select the Print button. Exit using the X in the upper right corner of the screen.

ESN Detail

The Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the ESN Pending Changes table. Once requests are approved / denied, the requests move to the ESN Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of ESN to reveal the Pending Changes submenu.

ESN Pending Changes lists entry date; transaction ID; status; submitter; change type; responsibility; ESN; county; state; and law, fire, and EMS agencies.

ESN Pending Changes List

Requests in the list are displayed in three colors based on responsibility:

Responsibility

Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status

Requests have the status New or Working. A newly-created request has the status New. Once the request has been opened, its status becomes Working.

To View / Print an ESN Change Request

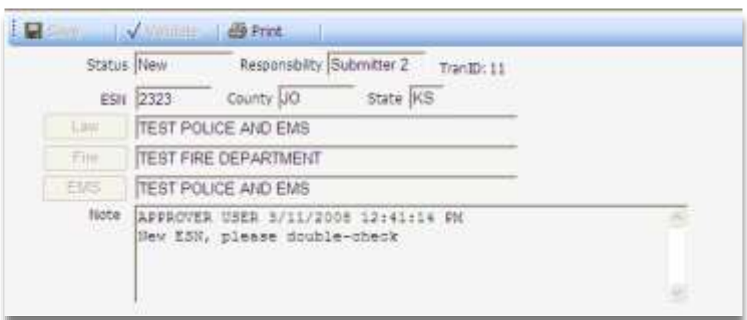
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen.



ESN Pending Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

The Archived Changes Table

Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of ESN to reveal the Archived Changes submenu.

ESN Archived Changes lists archive date; transaction ID; submitter; approver; change type; ESN; county; state; law, fire, and EMS agencies; and entry date.

ESN Archived Changes List

To View / Print an ESN Archived Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

ESN Archived Changes — Detail

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been appended to the request: Submitted By, Submit Date, Approval By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 1

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter1 has access to all or part of the ESN table, the ESN Pending Changes table, and the ESN Archived Changes table and is engaged in three major activities:

- One: Submitting change requests to Submitter 2 and communicating with Submitter 2 to resolve discrepancies in these requests
- Two: Monitoring the ESN Pending Changes table to ensure that all requests for which Submitter 1 is responsible are promptly addressed
- Three: Monitoring archived requests in the ESN Archived Changes table

One: Submitting Change Requests
Select ESN from the Tables menu on the left. The ESN table consists of the Query Panel / List screen that displays the ESN; county; state; the ESN's constituent law, fire, and EMS agencies; and last modified date and the ESN Detail screen, reached by double-clicking a list entry.

ESN List

To Request that a New ESN Record be Inserted
Click New on the upper left of the toolbar. Enter ESN data. Use the tab key to progress from one entry field to the next. Once you enter the county and state, the pick lists are limited to those agencies in the Agency table showing that county / state combination.

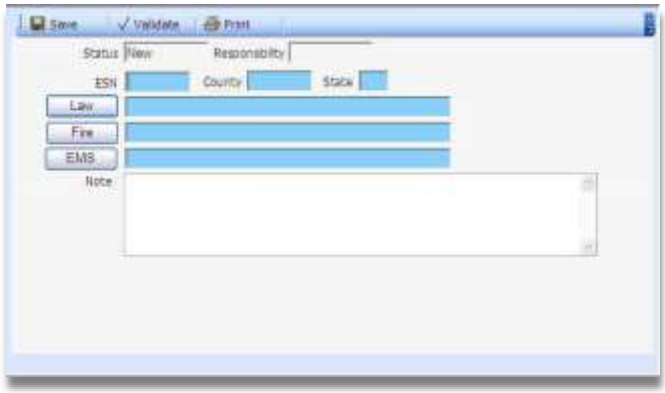
Fields highlighted in blue must be completed.

ESN: Enter the ESN. Input is limited to five characters.

County: Input is limited to four characters.

State: Input is limited to two characters.

Law: Click Law on the left of the screen. From the resulting pick list, select the appropriate law agency.



ESN — New

Fire: Click Fire on the left of the screen. From the resulting pick list, select the appropriate fire agency.

EMS: Click EMS on the left of the screen. From the resulting pick list, select the appropriate emergency agency.

Enter any information that you would like to convey to Submitter 2.

Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered and forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Exit using the X on the top right of the screen.

To Request that an ESN Record be Changed

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

ESN — Detail

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick lists as appropriate. Use the Note field to convey information to other users. Notes from all users are retained in the request.

Fields highlighted in blue cannot be left blank.

If MSAG records are associated with an ESN record, the agencies may be changed, but the ESN, county, and state cannot. If you need to change the ESN and / or county and / or state, first, create a new ESN record with the new information and ensure that the insert is approved; second, change the dependent MSAG records, replacing the old ESN with a different ESN and ensure that the changes are approved; and, third, delete the old ESN record.

ESN Detail — Change

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that an ESN Record be Deleted

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the record. Once in the ESN Detail screen, select Change then select Delete from the Change Type pick list. Use the Note field to convey information to other users. Notes from all users are retained in the request.

ESN Detail — Delete

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save from the toolbar, if you wish to proceed with the delete and to forward the request to Submitter 2.

If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the ESN Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of ESN to reveal the Pending Changes submenu.

ESN Pending Changes List

ESN Pending Changes lists entry date; transaction ID, status; submitter; change type; responsibility; ESN; county; state; and law, fire, and EMS agencies.

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status New or Working. A newly-created request has the status New. Once the request has been opened, its status becomes Working.

Editing Requests
Requests with the status Working can only be edited by users with responsibility for that request. Requests with the status New may also be edited by users at the level of the one who created it.

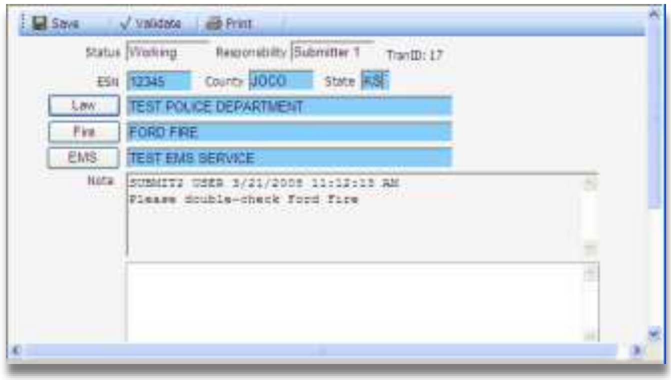
Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

To View / Edit / Print an ESN Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



ESN Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes and / or additions to the Note field. Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table

Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of ESN to reveal the Archived Changes submenu.

ESN Archived Changes lists archive date; transaction ID; submitter; approver; change type; ESN; county; state; law, fire, and EMS agencies; and entry date. The ESN Archived Changes table is read only.

ESN Archived Changes List

To View / Print an ESN Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request and to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”

ESN Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 2

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 2 has access to all or part of the ESN table, the ESN Pending Changes table, and the ESN Archived Changes table and is engaged in three major activities:

- One: Submitting change requests to Approver and communicating with Approver to resolve discrepancies in these requests

- Two: Monitoring the Pending Changes table to ensure that all requests for which Submitter 2 is responsible are appropriately reviewed. This involves:

    - Reviewing change requests received from Submitter 1 (if configured) and communicating with Submitter 1 to resolve discrepancies in requests, and forwarding reviewed requests to Approver for ultimate disposition

- Three: Monitoring archived requests in the Archived Changes table

One: Submitting Change Requests

Select ESN from the Tables menu on the left. The ESN table consists of the Query Panel / List screen that displays the ESN; county; state; the ESN's constituent law, fire, and EMS agencies; and last modified date and the ESN Detail screen, reached by double-clicking a list entry.

ESN List

To Request that a New ESN Record be Inserted

Click New on the upper left of the toolbar. Enter ESN data. Use the tab key to progress from one entry field to the next. Once you enter the county and state, the pick lists are limited to those agencies in the Agency table showing that county / state combination.

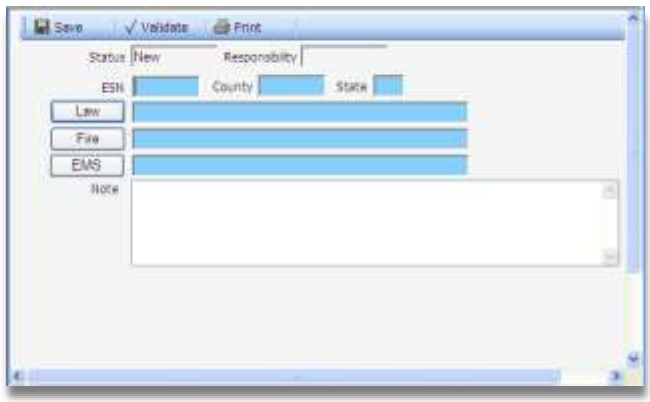
> *Fields highlighted in blue must be completed.*

ESN: Enter the ESN. Input is limited to five characters.

County: Input is limited to four characters.

State: Input is limited to two characters.

Law: Click Law on the left of the screen. From the resulting pick list select the appropriate law agency.



ESN — New

Fire: Click Fire on the left of the screen. From the resulting pick list, select the appropriate fire agency.

EMS: Click EMS on the left of the screen. From the resulting pick list, select the appropriate emergency agency.

Enter any information that you would like to convey to Approver.

Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.
- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Exit using the X on the top right of the screen.

To Request that an ESN Record be Changed

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

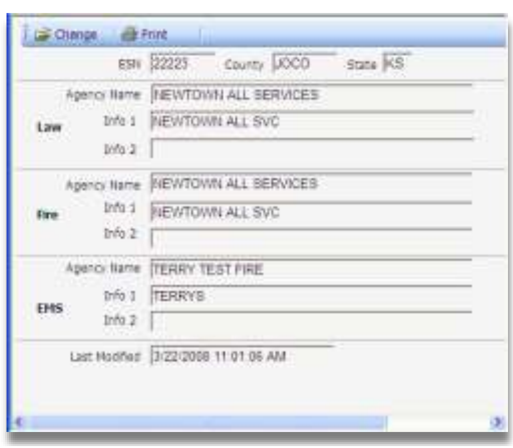
To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."



ESN — Detail

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Use the Note field to convey information to other users. Notes from all users are retained in the request.

Fields highlighted in blue cannot be left blank.

ESN Detail — Change

If MSAG records are associated with an ESN record, the agencies may be changed, but the ESN, county, and state cannot. If you need to change the ESN and / or county and / or state, first, create a new ESN record with the new information and ensure that the insert is approved; second, change the dependent MSAG records, replacing the old ESN with a different ESN and ensure that the changes are approved; and, third, delete the old ESN record.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.

- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that an ESN Record be Deleted

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

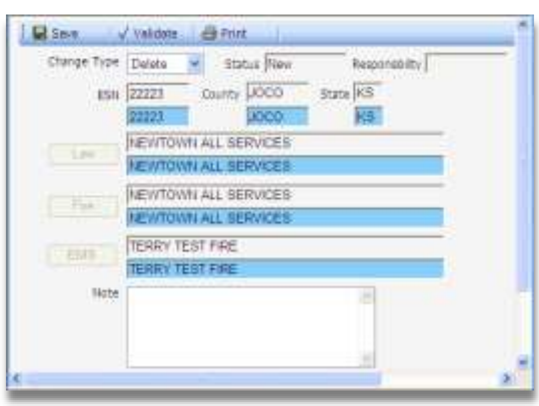
To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the record. Once in the ESN Detail screen, select Change then select Delete from the Change Type pick list. Use the Note field to convey information to other users. Notes from all users are retained in the request.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."



ESN Detail — Delete

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save from the toolbar, if you wish to proceed with the delete.

> *If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.*

Save provides the following options:

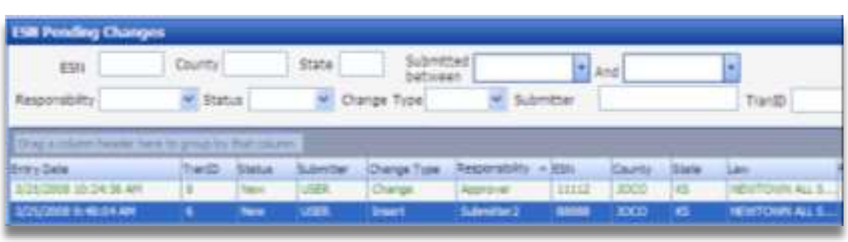
- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.
- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the ESN Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of ESN to reveal the Pending Changes submenu.



ESN Pending Changes List

ESN Pending Changes lists entry date; transaction ID; status; submitter; change type; responsibility; ESN; county; state; and law, fire, and EMS agencies.

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status New or Working. A newly-created request has the status New. Once the request has been opened, its status becomes Working.

Editing Requests
Requests with the status Working can only be edited by users with responsibility for that request. Requests with the status New may also be edited by users at the level of the one who created it.

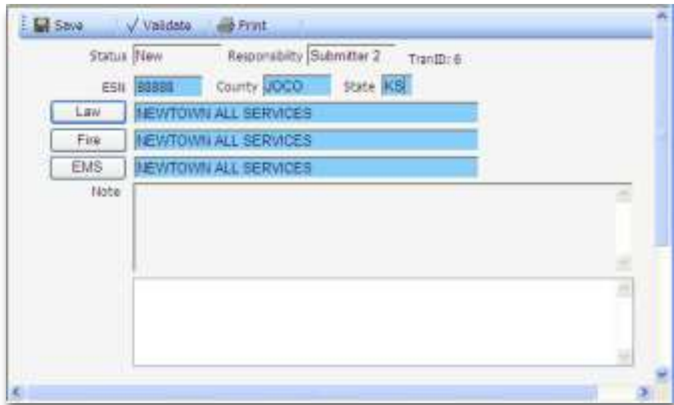
Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

To View / Edit / Print an ESN Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



ESN Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes to the request and make entries in the Note field. Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** Choose this option to request further information from Submitter 1.

  Use this option only when a Submitter 1 has been configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.

- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

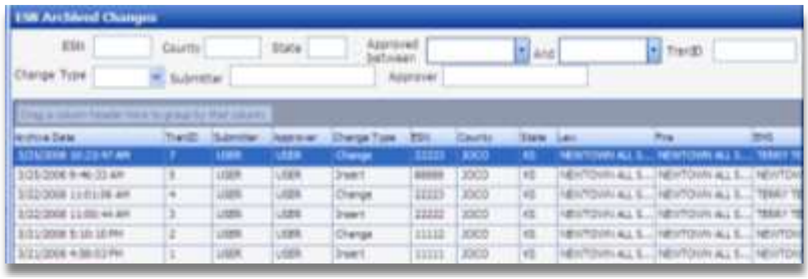
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of ESN to reveal the Archived Changes submenu.

ESN Archived Changes lists archive date; transaction ID; submitter; approver; change type; ESN; county; state; law, fire, and EMS agencies; and entry date. The ESN Archived Changes table is read only.



ESN Archived Changes List

To View / Print an ESN Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

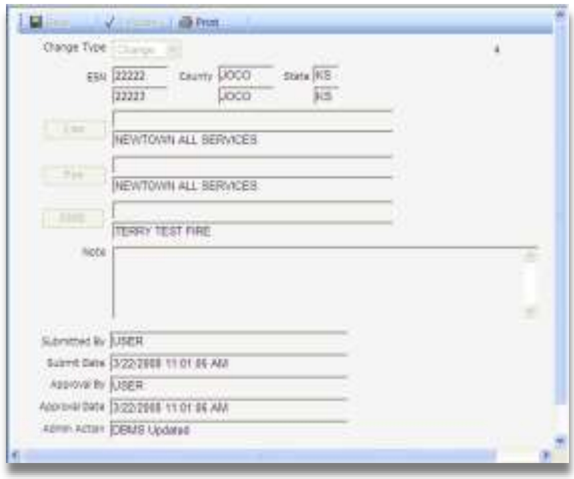
To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request and to move to the detail screen.

The following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display "Request denied."



ESN Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Approver

Approvers have access to all or part of the Agency table, the Agency Pending Changes table, and the Agency Archived Changes table and are engaged in three major activities:

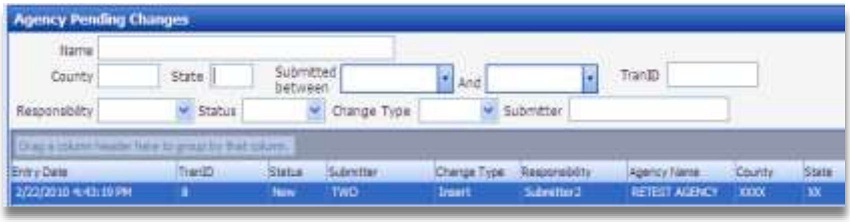
- One: Reviewing change requests in the Pending Changes table; communicating with Submitter 2 to resolve discrepancies in requests; and approving or denying change requests
- Two: Making insertions, changes, and deletions directly to the 9-1-1 database and, less frequently, creating change requests
- Three: Monitoring archived requests in the Archived Changes table

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

One: Reviewing Change Requests

Once Submitter 2 initiates / reviews change requests and submits them to Approver, they become Approver's responsibility and can be reviewed in the Pending Changes table. When requests are approved or denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Pending Changes submenu.



Agency Pending Changes List

Agency Pending Changes lists all active Agency Requests and displays entry date, transaction ID, status, submitter, change type, responsibility, agency name, county, state, and the info for display on dispatcher's screen fields.

Responsibility

Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status

Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests

Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

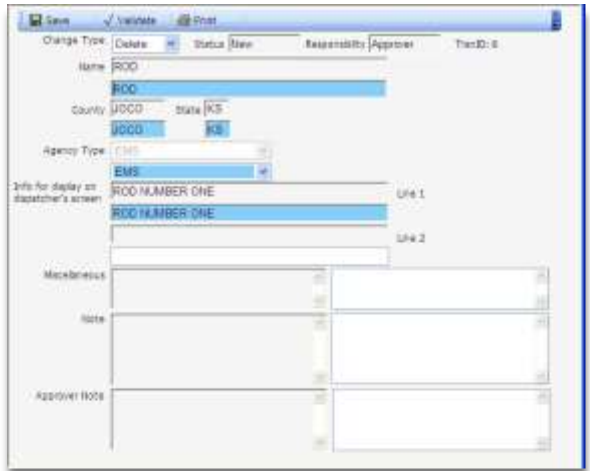
To View / Edit / Print / Approve / Deny Requests

If the request is not displayed, open the query panel if necessary and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Agency Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes. If this request is to be returned to Submitter 2, ask any necessary questions in the Note field. Notes from all users are retained in the request.

The Misc. field is a permanent part of the Agency record; the Note field is reserved for communication between Submitter and Approver. If necessary, make entries in the Approver Note field. This field can be viewed by users at the approver level only.

If no changes are necessary, select **Save** to move to the **Save Menu** described below.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check the request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save to move to the Save Menu, described in the following section, if there are no changes or if you wish to keep any changes you entered. An incomplete request cannot be saved.

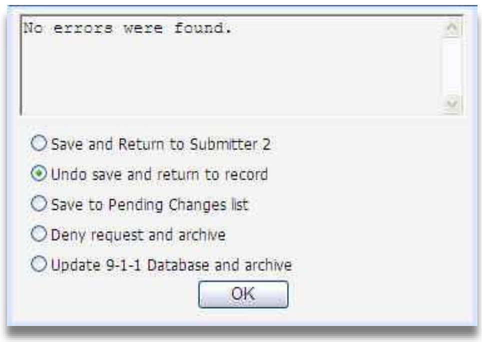
Please read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the request to its pre-edited form.

The Save Menu

The Save Menu reports on the validity of the change request in the text field at the top of the screen. Options for the disposition of the request are listed below:

- **Save and return to Submitter 2:** Select this option if you require additional information from Submitter 2 to approve or deny this request or if you are creating a request and require information from Submitter 2.



ESN — Saving a Record

- **Undo save and return to record:** Select this option if the validation field reports errors that you would like to correct before saving or if you choose not to keep the changes you made. Once back in the request, you can re-edit or exit using the X, to return the request to its pre-edited form. This option does not change the request's responsibility or status.

- **Save to Pending Changes list:** Select this option if you would like to save changes you've made and retain the request in the Pending Changes list.

- **Deny request and archive:** Select this option if, upon consideration, you choose to deny the request. When this option is chosen, the request moves to the Archived Changes table.

> *This option is not available when Approver initiates a request and saves it for the first time.*

- **Update 9-1-1 Database and archive:** Select this option to apply the change to the 9-1-1 database. When this option is chosen, the request moves to the Archived Changes table.

> *If a request contains an error, this option is not available.*

Two: Making Changes Directly to the 9-1-1 Database

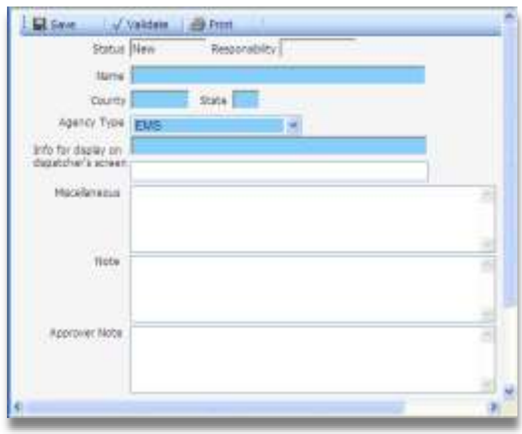
In addition to approving or denying requests for insertions, changes, and deletions to the Agency table, Approver can make changes directly to the 9-1-1 database. Less frequently, Approver may choose to create a change request for further research or referral.

To Insert a New Agency Record

While in the Agency table, click New on the upper left of the toolbar. Enter agency data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter the agency name. Input is limited to 32 characters.



Agency Detail — New

County: Input is limited to four characters.

State: Input is limited to two characters.

Agency Type: From the pick list, choose the agency type.

Info for display on dispatcher's screen: In this field enter what you would like the dispatcher to see, usually enter the agency's name, when a 9-1-1 call is received. Input is limited to 32 characters.

The second line is for future use and is not currently sent to the dispatcher's screen.

Miscellaneous: Enter any information of any length that will be permanently attached to this record.

Enter any information you would like to convey to other users. Notes from all users are retained in the request.

Approver Note: Enter any necessary information. This field can be viewed by users at the approver level only.

To Print / Validate / Save / Cancel

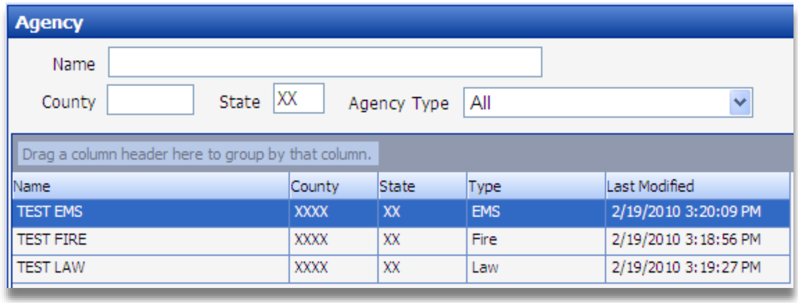
Print: Select Print.

Validate: Select Validate to check this insertion against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. An incomplete record cannot be saved. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

Cancel: Exit using the X on the top right of the screen.



Agency List

To Change an Agency Record

From the Tables menu on the left of the screen, click Agency.

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

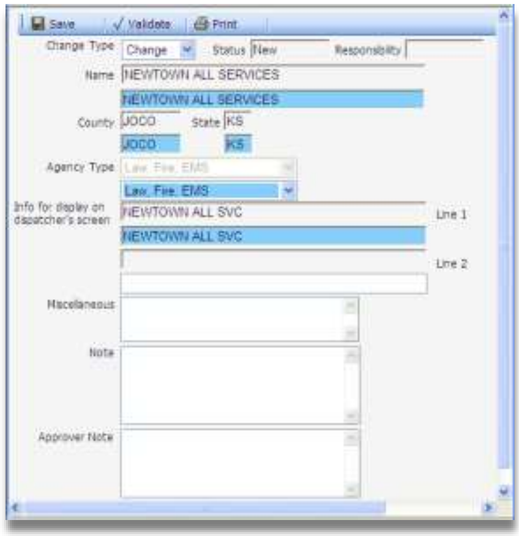
If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire and EMS services.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."



Agency Detail — Change

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Fields highlighted in blue cannot be left blank.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this change against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an Agency Record

From the Tables menu on the left of the screen, click Agency.

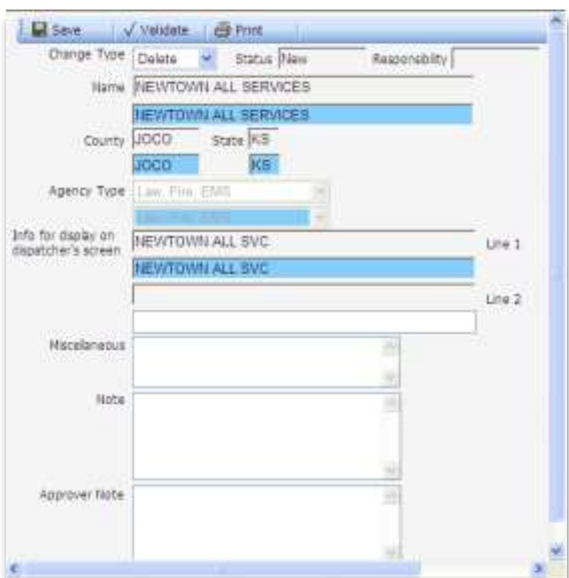
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Agency Type field is a pick list. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

If you enter criteria in Agency Type in the query panel, the match will be exact. If you choose Fire, the list displays those agencies that provide fire services only. If you choose Fire, EMS the list displays only those agencies that provide fire and EMS services.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Agency Detail — Delete

From the list, double-click the record to move to the Agency detail screen, select Change then select Delete from the Change Type pick list. Add a note, if necessary.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this delete against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to proceed with the delete. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

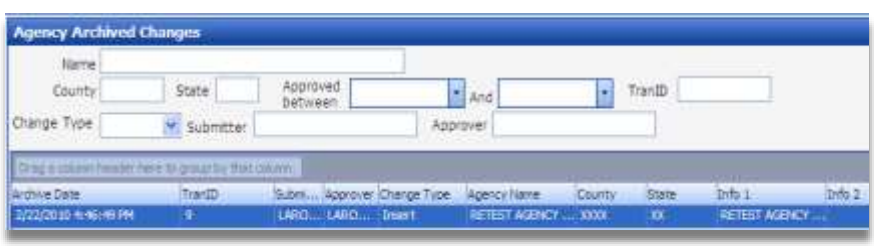
If you are unable to save the delete because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, they move to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Agency to reveal the Archived Changes submenu.

Agency Archived Changes lists archive date, transaction ID; submitter, approver, change type, agency name, county, state, the info for display on dispatcher's screen fields, and entry date. The Agency Archived Changes Table is read only.



Agency Archived Changes List

To View / Print an Agency Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The

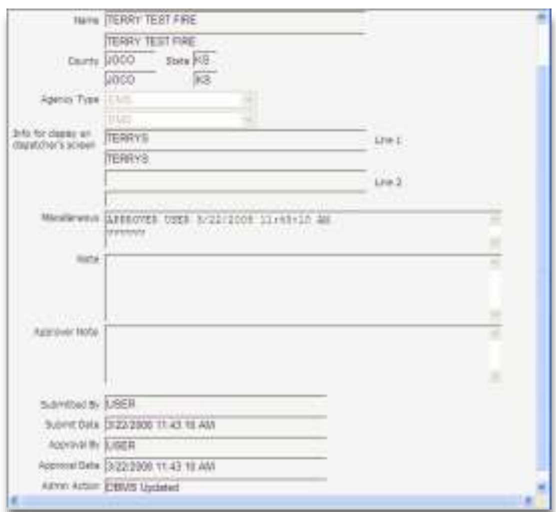
results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display "Request denied."



Agency Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Reader
Readers have read-only access to all or part of the MSAG table, the MSAG History table, the MSAG Pending Changes table, and the MSAG Archived Changes table.

Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

The MSAG Table
Select MSAG from the Tables menu on the left. The MSAG table consists of the Query Panel / List screen that displays street prefix, street name, street suffix, post directional, low range, high range, side, community, county, state, ESN, last modified date, and the number of customers associated with that record and the MSAG Detail screen, reached by double-clicking a list entry.

To View / Print an MSAG Record

MSAG List

If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. Note that Side and Modified between fields are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.

MSAG Detail

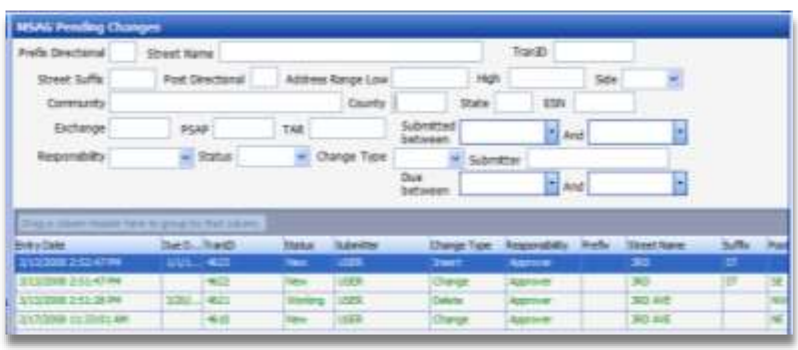
From the list screen double-click the record to be viewed. Once in the MSAG detail screen, you may view the record. To print the record, select the Print button. Exit using the X in the upper right corner of the screen.

The Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the MSAG Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Pending Changes submenu.

MSAG Pending Changes lists entry date, due date, transaction ID, status, submitter, change type, responsibility, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, and exchange.



MSAG Pending Changes List

Responsibility

Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

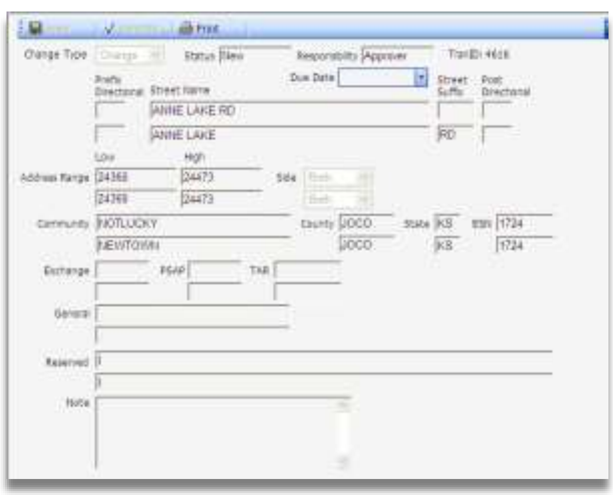
To View / Print an MSAG Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Submitted between, Responsibility (Submitter / Approver), Status (New / Working), Change Type (Change / Delete / Insert), and Due Date are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With the appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen.



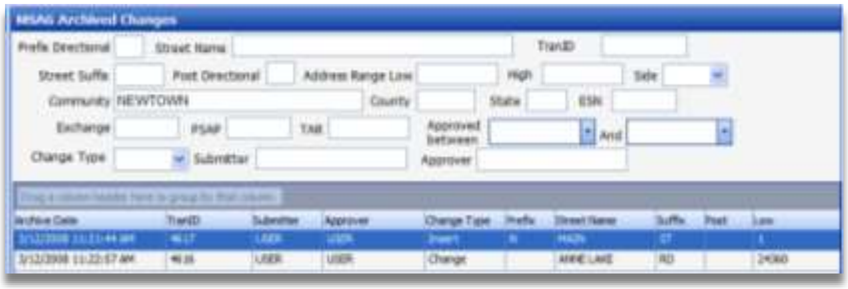
MSAG Pending Changes Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

The Archived Changes Table
Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Archived Changes submenu.

MSAG Archived Changes lists archive date, transaction ID, submitter, approver, change type, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, exchange, and entry date.



MSAG Archived Changes List

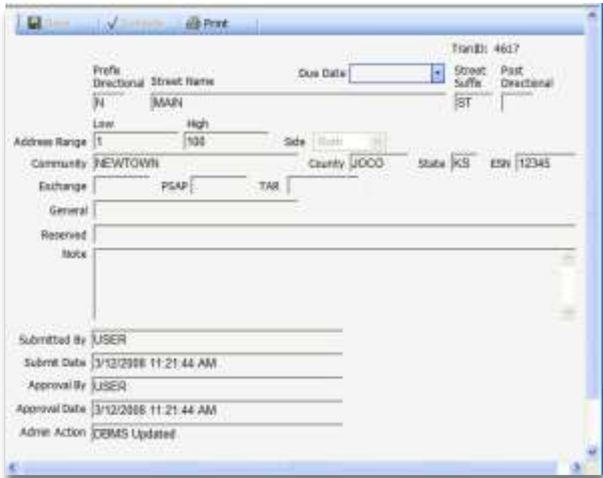
To View / Print an MSAG Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Approved between, and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

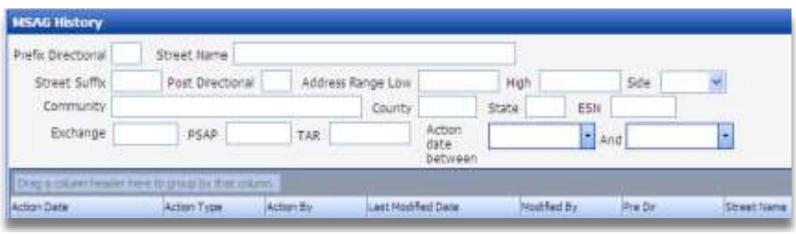
From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



MSAG Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

The MSAG History Table



MSAG History List

Whenever a change is made to the MSAG table, the original record is sent to the MSAG History table where it can be viewed in NENA Standard format. The MSAG history record contains all the fields in the MSAG table, as well as the Action Date (the date the record was moved to history), Action Type (Change / Delete), Action By (the Login ID of the person who caused the action), and Modified By (the person / process that modified the record before the Action Date).

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the MSAG History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for MSAG Export
MSAG Export Configuration allows users to configure scheduled MSAG exports that are saved to the user's download folder. MSAG Export files contain only those records to which the user has been given access. Automatic MSAG exports are logged in Tables / Other / Process Log in DBMS.

MSAG Export consists of a QueryPanel / List screen that displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays only those records configured by this user. The MSAG Export Maintenance screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the MSAG Export Maintenance screen.

Any WebDBMS user that is allowed to schedule MSAG Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.

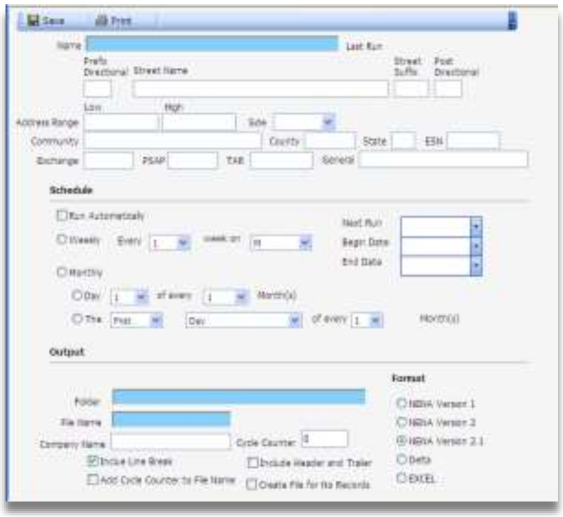
To Add an MSAG Export Record
Click the new icon on the upper left of the tool bar. Enter MSAG Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering MSAG criteria in the top of the screen limits export records to those records satisfying all criteria.

The record cannot be saved, unless some criteria are entered here. The export will only include those records to which the user has been given access in DBMS.



MSAG Export Configuration Maintenance

Schedule: Select Run Automatically and select a weekly or monthly schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If an MSAG Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output:

Folder in which to create the file: Enter the name of the download folder configured for this user in DBMS. MSAG Export files created are accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Include Line Break: Check here if you would like to include line breaks.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Delta (partial MSAG based on date modified) is selected, the format is always NENA Version 2.1.
- If Excel is selected, the resultant file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an MSAG Export Record

In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the MSAG Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.

MSAG Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an MSAG Export Record

An MSAG Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all MSAG Export configurations associated with that user are automatically deleted.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 1
Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 1 has access to all or part of the MSAG table, the MSAG Pending Changes table, the MSAG Archived Changes table, and the MSAG History table and is engaged in four major activities:

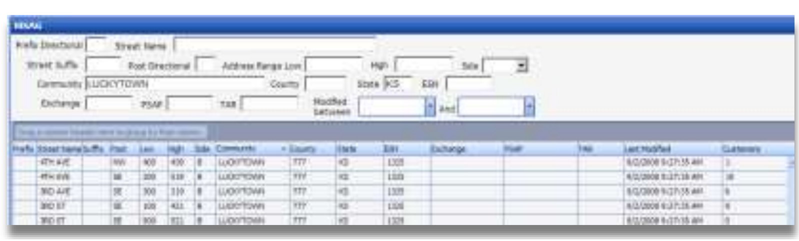
- **One:** Submitting change requests to Submitter 2 and communicating with Submitter 2 to resolve discrepancies in these requests
- **Two:** Monitoring the MSAG Pending Changes table to ensure that all requests for which Submitter 1 is responsible are promptly addressed
- **Three:** Monitoring archived requests in the MSAG Archived Changes table
- **Four:** Monitoring the MSAG History table

In addition, in Configuring for MSAG Export Submitter 1 users are able to configure WebDBMS to export the records to which they have access.

One: Submitting Change Requests
Select MSAG from the Tables menu on the left. The MSAG table consists of the Query Panel / List screen that displays street prefix, street name, street suffix, post directional, low range, high range, side, community, county, state, ESN, last modified date, and the number of customer associated with that record and the MSAG Detail screen, reached by double-clicking a list entry.

To Request that a New MSAG Record be Inserted
Click New on the upper left of the toolbar. Enter MSAG data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.



MSAG List

Due Date: Use the calendar feature to select a date by which review of this request should be completed.

Prefix Directional: Enter the directional preceding the street, if any. A typical entry might be N for north or SW for southwest. Input is limited to two characters.

Street Name: Enter the street name. Do not enter ST, RD, BLVD, etc. Input is limited to 60 characters.

Street Suffix: Enter the street suffix, e.g. ST, RD, BLVD, etc. Input is limited to four characters.

MSAG Detail — New

Post Directional: Enter the directional following the street, if any. A typical entry might be S for south or NE for northeast. Input is limited to two characters.

Address Range Low: Enter the lowest house number included in this MSAG record. Input is limited to ten characters.

Address Range High: Enter the highest house number included in this MSAG record. Input is limited to ten characters.

Side: Select Even, if only even-numbered houses are included in this MSAG record; Odd, if only odd-numbered houses are included; or Both, if both are included.

Community: Input is limited to 32 characters.

County: Input is limited to four characters.

State: Input is limited to two characters.

ESN: Enter the ESN. Input is limited to five characters.

Exchange: Enter the phone company exchange identifier for the serving telephone office of the customer. Input is limited to four characters.

PSAP: Enter the PSAP ID. Input is limited to four characters.

TAR: Enter the Taxing Area Rate Code. Input is limited to six characters.

General: This field is used by data exchange partners to communicate information not defined in previous fields. Input is limited to 20 characters.

Reserved: This field is reserved for the processing telephone company's use. Input is limited to 27 characters.

Enter any information you would like to convey to other users.

Notes from all users are retained in the request record.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Exit using the X on the top right of the screen.

To Request that an MSAG Record be Changed
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Side and Modified between fields are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

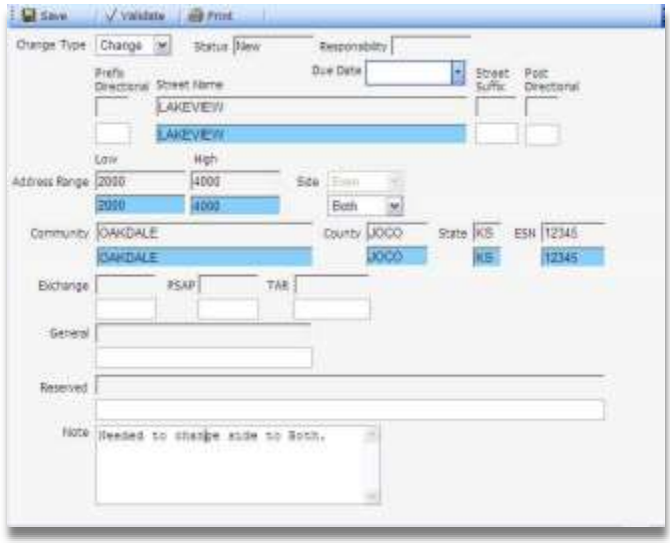
To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."



MSAG Detail — Change

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Use the calendar feature in Due Date to enter the date by which review of this request should be completed. Use the Note field to convey information to other users. Fields highlighted in blue cannot be left blank.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

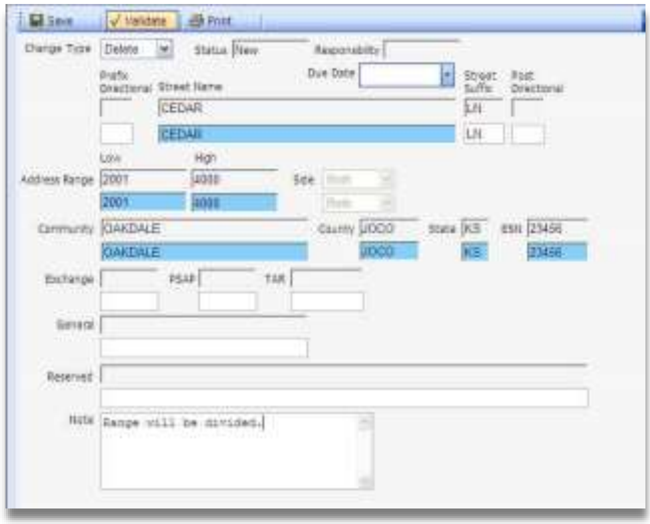
To Request that an MSAG Record be Deleted

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that Side and Modified between are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.



MSAG Detail — Delete

From the list, double-click the record. Once in the MSAG Detail screen, select Change then select Delete from the Change Type pick list. Use the calendar feature in Due Date to enter the date by which review of this request should be completed. Use the Note field to convey information to other users. Notes from all users are retained in the request record.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

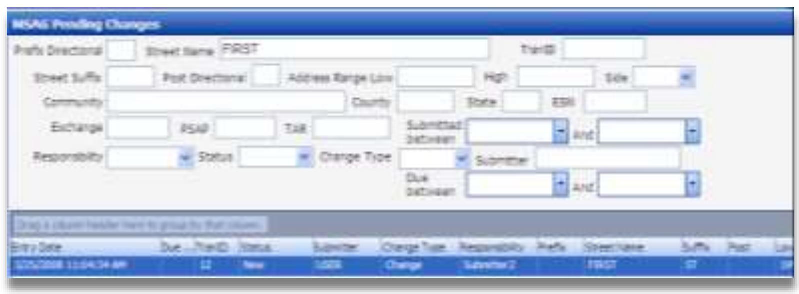
Save: Select Save from the toolbar, if you wish to proceed with the delete and to forward the request to Submitter 2.

If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table
Active requests for changes to the 9-1-1 database can be viewed in the MSAG Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Pending Changes submenu.



MSAG Pending Changes List

MSAG Pending Changes lists entry date, due date, transaction ID, status, submitter, change type, responsibility, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, and exchange.

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

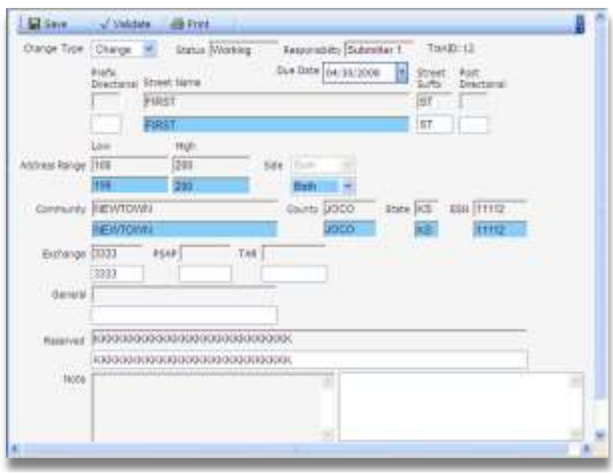
Editing Requests
Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility “Submitter 2.” They can also edit all “New” requests that were created by a Submitter 2.

To View / Edit / Print an MSAG Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Submitted between, Responsibility (Submitter / Approver), Status (New / Working), Change Type (Change / Delete / Insert), and Due Date are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*



MSAG Pending Changes Detail

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes and / or additions to the Note field. Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

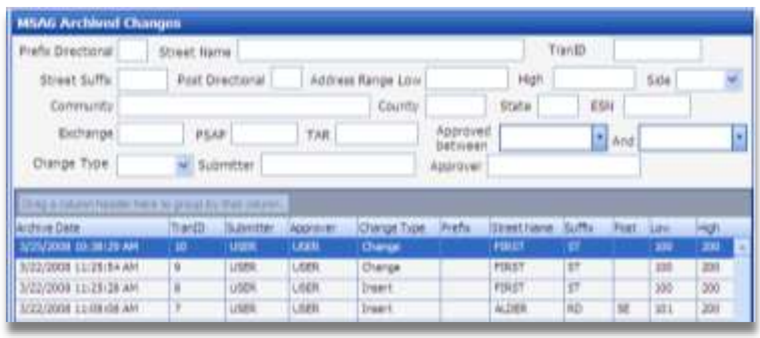
Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table

Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Archived Changes submenu.

MSAG Archived Changes lists archive date, transaction ID, submitter, approver, change type, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, exchange, and entry date. The MSAG Archived Changes table is read only.



MSAG Archived Changes List

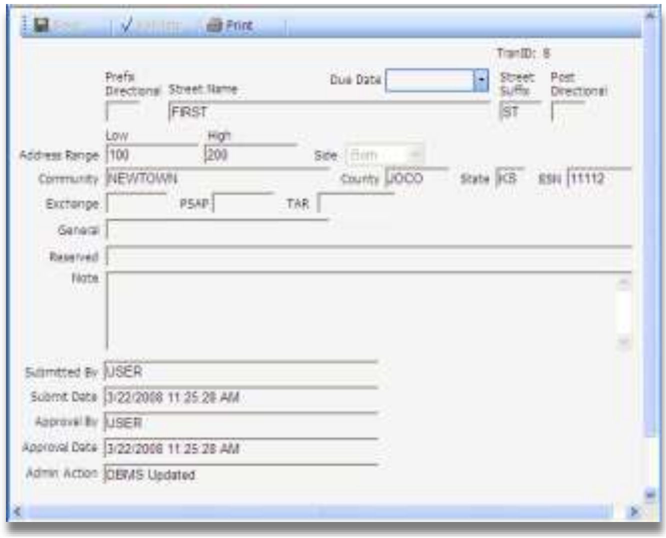
To View / Print an MSAG Archived Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Approved between, and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



MSAG Archived Changes — Detail

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Four: Monitoring the MSAG History Table

Whenever a change is made to the MSAG table, the original record is sent to the MSAG History table where it can be viewed in NENA Standard format. The MSAG history record contains all the fields in the MSAG table, as well as the Action Date (the date the record was moved to history), Action Type (Change / Delete), Action By (the Login ID of the person who caused the action), and Modified By (the person / process that modified the record before the Action Date.) The MSAG History table is read only.

MSAG History List

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the MSAG History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

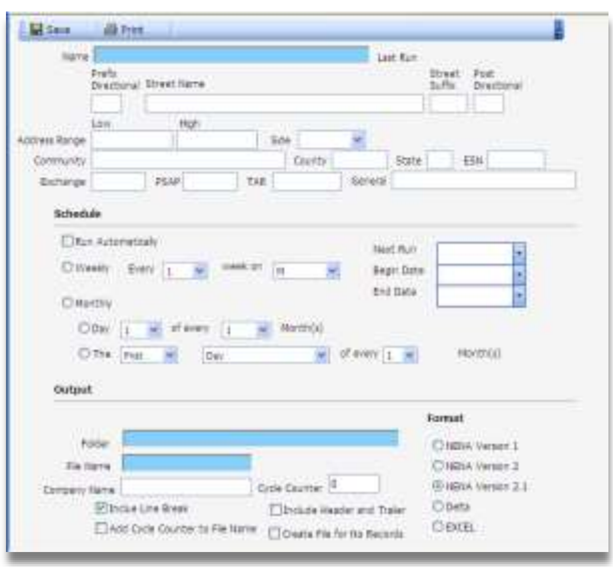
Exit using the X in the upper right corner of the screen.

Configuring for MSAG Export

MSAG Export Configuration allows users to configure scheduled MSAG exports that are saved to the user's download folder. MSAG Export files contain only those records to which the user has been given access. Automatic MSAG exports are logged in Tables / Other / Process Log in DBMS.

MSAG Export consists of a **QueryPanel / List** screen that displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays only those records configured by this user. The **MSAG Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the MSAG Export Maintenance screen.

Any WebDBMS user that is allowed to schedule MSAG Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.



MSAG Export Configuration Maintenance

To Add an MSAG Export Record

Click the new icon on the upper left of the tool bar. Enter MSAG Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering MSAG criteria in the top of the screen limits export records to those records satisfying all criteria.

The record cannot be saved, unless some criteria are entered here. The export will only include those records to which the user has been given access in DBMS.

Schedule: Select Run Automatically and select a weekly or monthly schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If an MSAG Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output:

Folder in which to create the file: Enter the name of the download folder configured for this user in DBMS. MSAG Export files created are accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Include Line Break: Check here if you would like to include line breaks.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Delta (partial MSAG based on date modified) is selected, the format is always NENA Version 2.1.
- If Excel is selected, the resultant file is in the Microsoft native format of .CSV.

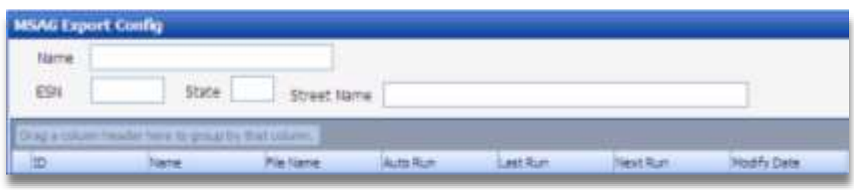
To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an MSAG Export Record

In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the MSAG Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.



MSAG Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an MSAG Export Record

An MSAG Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all MSAG Export configurations associated with that user are automatically deleted.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 2

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance.

When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 2 has access to all or part of the MSAG table, the MSAG History table, the MSAG Pending Changes table, and the MSAG Archived Changes table and is engaged in four major activities:

- **One:** Submitting change requests to Approver and communicating with Approver to resolve discrepancies in these requests

- **Two:** Monitoring the Pending Changes table to ensure that all requests for which Submitter 2 is responsible are appropriately reviewed. This involves:

    - Reviewing change requests received from Submitter 1 (if configured) and communicating with Submitter 1 to resolve discrepancies in requests, and;
    - Forwarding reviewed requests to Approver for ultimate disposition

- **Three:** Monitoring archived requests in the Archived Changes table

- **Four:** Monitoring the MSAG History table

In addition, in Configuring for MSAG Export Submitter 2 users are able to configure WebDBMS to export the records to which they have access.

One: Submitting Change Requests
Select MSAG from the Tables menu on the left. The MSAG table consists of the **Query Panel / List** screen that displays street prefix, street name, street suffix, post directional, low range, high range, side, community, county, state, ESN, and last modified date and the **MSAG Detail** screen, reached by double-clicking a list entry.

To Request that a New MSAG Record be Inserted
Click New on the upper left of the toolbar. Enter MSAG data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

MSAG List

Due Date: Use the calendar feature to select a date by which review of this request should be completed.

Prefix Directional: Enter the directional preceding the street, if any. A typical entry might be N for north or SW for southwest. Input is limited to two characters.

Street Name: Enter the street name. Do not enter ST, RD, BLVD, etc. Input is limited to 60 characters.

Street Suffix: Enter the street suffix, e.g. ST, RD, BLVD, etc. Input is limited to four characters.

MSAG Detail — New

Post Directional: Enter the directional following the street, if any. A typical entry might be S for south or NE for northeast. Input is limited to two characters.

Address Range Low: Enter the lowest house number included in this MSAG record. Input is limited to ten characters.

Address Range High: Enter the highest house number included in this MSAG record. Input is limited to ten characters.

Side: Select Even, if only even-numbered houses are included in this MSAG record; Odd, if only odd-numbered houses are included; or Both, if both are included.

Community: Input is limited to 32 characters.

County: Input is limited to four characters.

State: Input is limited to two characters.

ESN: Enter the ESN. Input is limited to five characters.

Exchange: Enter the phone company exchange identifier for the serving telephone office of the customer. Input is limited to four characters.

PSAP: Enter the PSAP ID. Input is limited to four characters.

TAR: Enter the Taxing Area Rate Code. Input is limited to six characters.

General: This field is used by data exchange partners to communicate information not defined in previous fields. Input is limited to 20 characters.

Reserved: This field is reserved for the processing telephone company's use. Input is limited to 27 characters.

Enter any information that you would like to convey regarding this request.

Notes from all users are retained in this request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request.

  Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver

Cancel: Exit using the X on the top right of the screen.

To Request that an MSAG Record be Changed

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Side and Modified between fields are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Use the calendar feature in Due Date to enter the date by which review of this request should be completed. Use the Note field to convey information to other users. Notes from all users are retained in the request. Fields highlighted in blue cannot be left blank.

MSAG Detail — Change

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.

- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- **Cancel and Archive:** Choose this option to send the request directly to the Archived Changes table. No changes to the record are being saved or requested.

  *This option is **only** available to a Submitter 2 to manage an already **existing** pending change record.*

- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that an MSAG Record be Deleted
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that Side and Modified between are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.

MSAG Detail — Delete

From the list, double-click the record. Once in the MSAG Detail screen, select Change then select Delete from the Change Type pick list. Use the calendar feature in Due Date to enter the date by which review of this request should be completed. Use the Note field to convey information to other users. Notes from all users are retained in the request.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save from the toolbar, if you wish to proceed with the delete.

If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request. Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

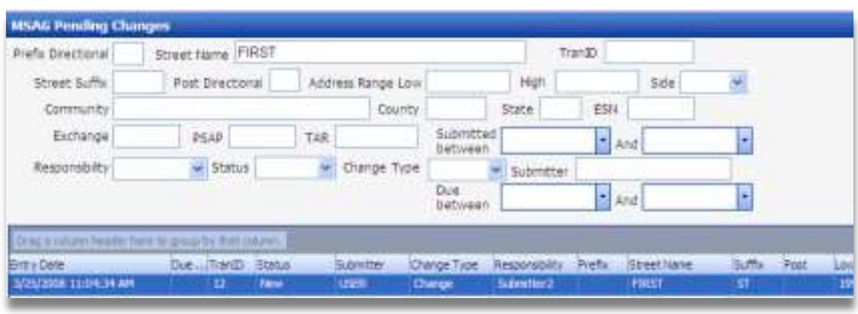
Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the MSAG Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Pending Changes submenu.

MSAG Pending Changes lists entry date, due date, transaction ID, status, submitter, change type, responsibility, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, and exchange.



MSAG Pending Changes List

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New.** Once the request has been opened, its status becomes **Working**.

Editing Requests

Requests with the status Working can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

To View / Edit / Print an MSAG Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Submitted between, Responsibility (Submitter / Approver), Status (New / Working), Change Type (Change / Delete / Insert), and Due Date are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

MSAG Pending Changes Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes to the request and make entries in the Note field. Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** Choose this option to request further information from Submitter 1.

  Use this option only when a Submitter 1 has been configured at your site and you require information from Submitter 1 regarding this request.

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.

- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Archived Changes submenu.

MSAG Archived Changes lists archive date, transaction ID, submitter, approver, change type, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, exchange, and entry date. The MSAG Archived Changes table is read only.

MSAG Archived Changes List

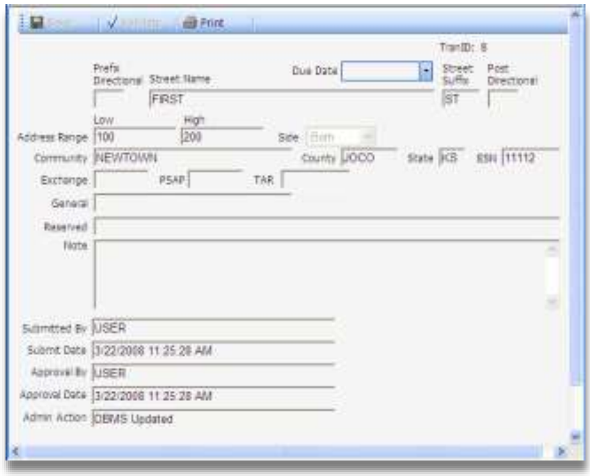
To View / Print an MSAG Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Approved between, and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

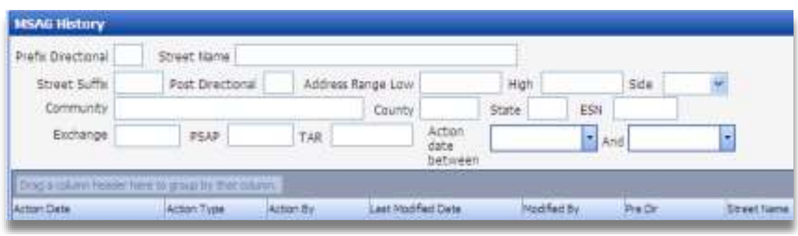
From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



MSAG Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Four: Monitoring the MSAG History Table



MSAG History List

Whenever a change is made to the MSAG table, the original record is sent to the MSAG History table where it can be viewed in NENA Standard format. The MSAG history record contains all the fields in the MSAG table, as well as the Action Date (the date the record was moved to history), Action Type (Change / Delete), Action By (the Login ID of the person who caused the action), and Modified By (the person / process that modified the record before the Action Date). Use the slider bar to see all fields. The MSAG History table is read only.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the MSAG History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

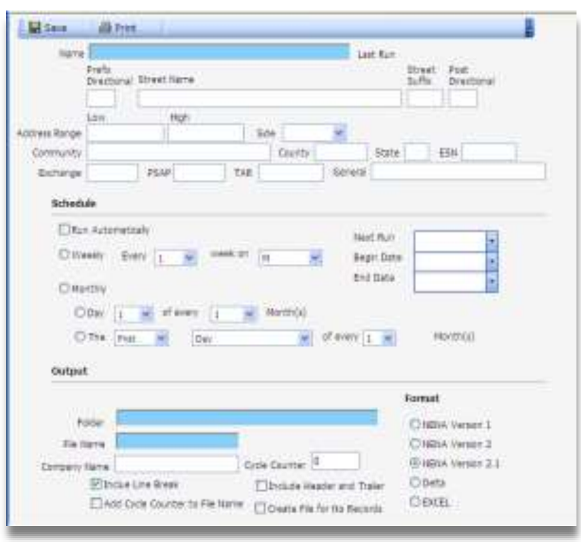
Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for MSAG Export
MSAG Export Configuration allows users to configure scheduled MSAG exports that are saved to the user's download folder. MSAG Export files contain only those records to which the user has been given access. Automatic MSAG exports are logged in Tables / Other / Process Log in DBMS.

MSAG Export consists of a **QueryPanel / List** screen that displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays only those records configured by this user. The **MSAG Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the MSAG Export Maintenance screen.

Any WebDBMS user that is allowed to schedule MSAG Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.



MSAG Export Configuration Maintenance

To Add an MSAG Export Record
Click the new icon on the upper left of the tool bar. Enter MSAG Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering MSAG criteria in the top of the screen limits export records to those records satisfying all criteria.

The record cannot be saved, unless some criteria are entered here. The export will only include those records to which the user has been given access in DBMS.

Schedule: Select Run Automatically and select a weekly or monthly schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If an MSAG Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output:

Folder in which to create the file: Enter the name of the download folder configured for this user in DBMS. MSAG Export files created are accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Include Line Break: Check here if you would like to include line breaks.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Delta (partial MSAG based on date modified) is selected, the format is always NENA Version 2.1.

- If Excel is selected, the resultant file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an MSAG Export Record

In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-lick the record to be viewed / edited. Once in the MSAG Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.

MSAG Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an MSAG Export Record

An MSAG Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all MSAG Export configurations associated with that user are automatically deleted.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Approver

Approvers have access to all or part of the MSAG table, the MSAG History table, the MSAG Pending Changes table, and the MSAG Archived Changes table and are engaged in four major activities:

- **One:** Reviewing change requests in the Pending Changes table; communicating with Submitter 2 to resolve discrepancies in requests; and approving or denying change requests
- **Two:** Making insertions, changes, and deletions directly to the 9-1-1 database and, less frequently, creating change requests
- **Three:** Monitoring archived requests in the Archived Changes table

- **Four:** Monitoring the MSAG History table

In addition, in Configuring for MSAG Export Approvers are able to configure WebDBMS to export the records to which they have access.

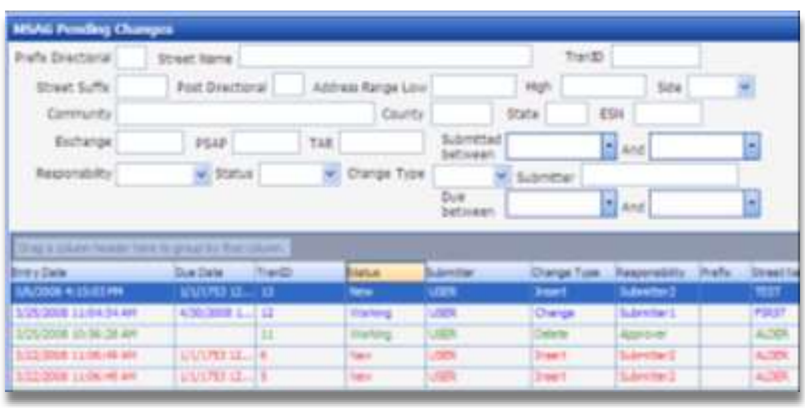
> *Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.*

One: Reviewing Change Requests

Once Submitter 2 initiates / reviews change requests and submits them to Approver, they become Approver's responsibility and can be reviewed in the Pending Changes table. When requests are approved or denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Pending Changes submenu.

MSAG Pending Changes lists entry date, due date, transaction ID, status, submitter, change type, responsibility, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, and exchange.



MSAG Pending Changes List

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests

Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

> *Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.*

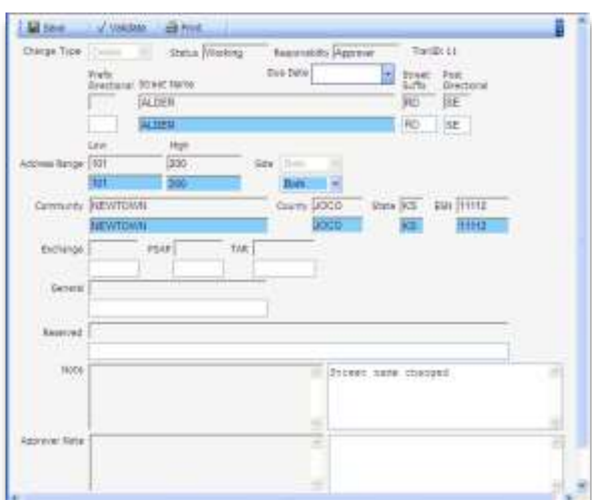
To View / Edit / Print / Approve / Deny Requests

If the request is not displayed, open the query panel if necessary and enter query criteria in any or all of the fields. Note that Side, Submitted between, Responsibility (Submitter / Approver), Status (New / Working), Change Type (Change / Delete / Insert), and Due Date are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*



MSAG Pending Changes Detail

From the list, double-click the request and to move to the detail screen. If the status in New and Approver created the request or if the status is Working and the responsibility Approver, you may edit the request.

From the detail screen, make appropriate changes. If this request is to be returned to Submitter 2, ask any necessary questions in the Note field. Notes from all users are retained in the request. The Approver Note field can only be viewed by those at the approver level.

If no changes are necessary, select **Save** to move to the **Save Menu** described below.

To Print / Validate / Save / Cancel

Print: Select Print.

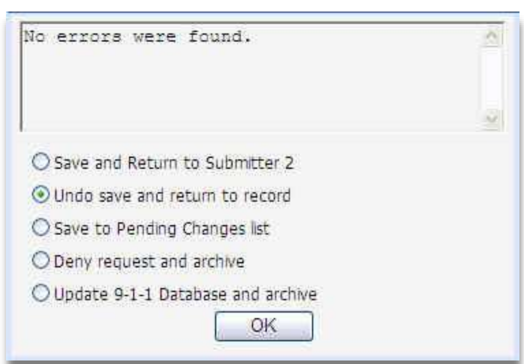
Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save to move to the Save Menu described in the following section if there are no changes or if you wish to keep any changes you entered. An incomplete request cannot be saved.

It is essential to read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

The Save Menu



MSAG — Saving a Record

The Save Menu reports on the validity of the change request in the text field at the top of the screen. Options for the disposition of the request are listed below:

- **Save and return to Submitter 2:** Select this option if you require additional information from Submitter 2 to approve or deny this request or if you are creating a request and require information from Submitter 2.
- **Undo save and return to record:** Select this option if the validation field reports errors that you would like to correct before saving or if you choose

not to keep the changes you made. Once back in the request, you can re-edit or exit using the X, to return the request to its pre-edited form.

- **Save to Pending Changes list:** Select this option if you would like to save changes you've made and retain the request in the Pending Changes list.
- **Deny request and archive:** Select this option if, upon consideration, you choose to deny the request. When this option is chosen, the request moves to the Archived Changes table.

> *This option is not available when an Approver initiates a request and saves it for the first time.*

- **Update 9-1-1 Database and archive:** Select this option to apply the change to the 9-1-1 database. When this option is chosen, the request moves to the Archived Changes table.

Two: Making Changes Directly to the 9-1-1 Database
In addition to approving or denying requests for insertions, changes, and deletions to the MSAG table, Approver can make changes directly to the 9-1-1 database. Less frequently, Approver may choose to create a change request for further research or referral.

To Insert a New MSAG Record
While in the MSAG table, click New on the upper left of the toolbar. Enter MSAG data. Use the tab key to progress from one entry field to the next.

> *Fields highlighted in blue must be completed.*

Due Date: If necessary, use the calendar feature to select a date by which review of this request should be completed.

Prefix Directional: Enter the directional preceding the street, if any. A typical entry might be N for north or SW for southwest. Input is limited to two characters.

MSAG Detail — New

Street Name: Enter the street name. Do not enter ST, RD, BLVD, etc. Input is limited to 60 characters.

Street Suffix: Enter the street suffix, e.g. ST, RD, BLVD, etc. Input is limited to four characters

Post Directional: Enter the directional following the street, if any. A typical entry might be S for south or NE for northeast. Input is limited to two characters.

Address Range Low: Enter the lowest house number included in this MSAG record. Input is limited to ten characters.

Address Range High: Enter the highest house number included in this MSAG record. Input is limited to ten characters.

Side: Select Even, if only even-numbered houses are included in this MSAG record; Odd, if only odd-numbered houses are included; or Both, if both are included.

Community: Input is limited to 32 characters.

County: Input is limited to four characters.

State: Input is limited to two characters.

ESN: Enter the ESN. Input is limited to five characters.

Exchange: Enter the phone company exchange identifier for the serving telephone office of the customer. Input is limited to four characters.

PSAP: Enter the PSAP ID. Input is limited to four characters.

TAR: Enter the Taxing Area Rate Code. Input is limited to six characters.

General: This field is used by data exchange partners to communicate information not defined in previous fields. Input is limited to 20 characters.

Reserved: This field is reserved for the processing telephone company's use. Input is limited to 27 characters.

Note: Enter any information you would like to convey to other users.

Approver Note: Notes entered here can only be viewed by Approvers.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this insertion against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. An incomplete record cannot be saved. You will then move to the Save Menu described in detail in section one. It is essential to read the Save Menu carefully.

Cancel: Exit using the X on the top right of the screen.

MSAG List

To Change an MSAG Record

From the tables menu on the left of the screen, click MSAG.

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that Side and Modified between are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

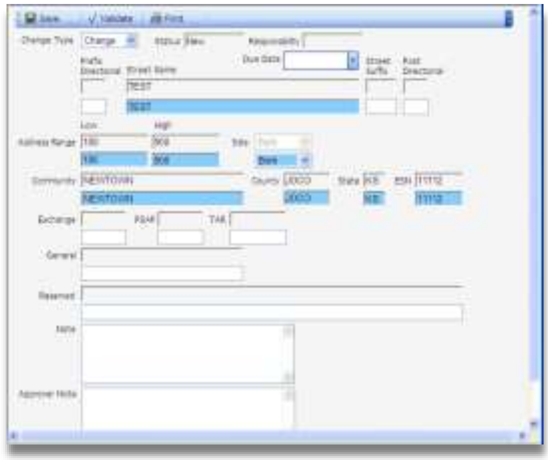
With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Select a due date, if necessary. Fields highlighted in blue cannot be left blank.



MSAG Detail — Change

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this change against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. You will then move to the Save Menu described in detail in section one. It is essential to read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

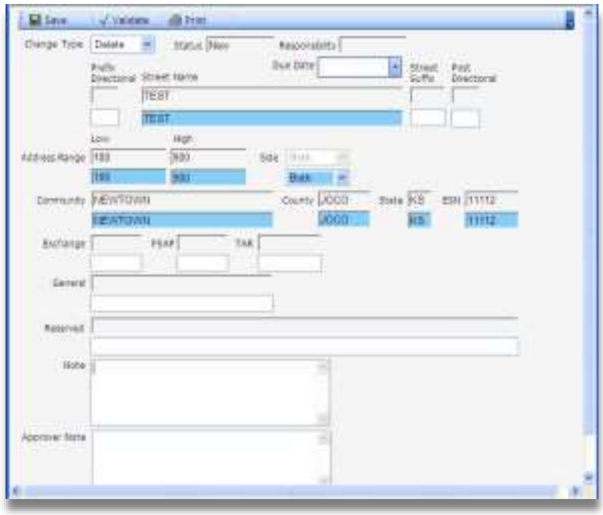
To Delete an MSAG Record
From the tables menu on the left of the screen, click MSAG.

If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that Side and Modified between are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations.



MSAG Detail — Delete

From the list, double-click the record to move to the MSAG Detail screen, select Change then select Delete from the Change Type pick list. Add a due date or note, if necessary.

> *If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."*

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this delete against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to proceed with the delete. You will then move to the Save Menu described in detail in section one. It is essential to read the Save Menu carefully.

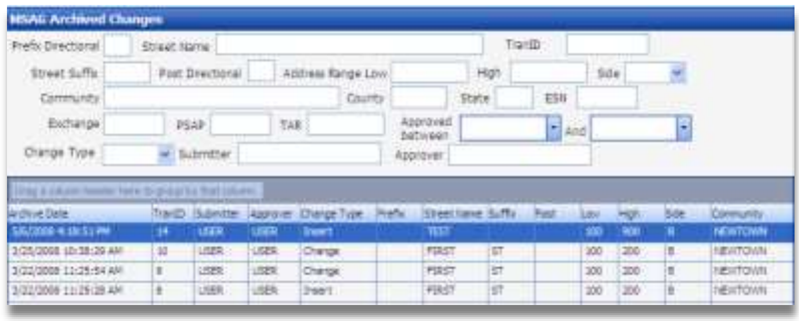
> *If you are unable to save the delete because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.*

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, they move to the Archived Changes table where they can be viewed and printed.

From the tables menu on the left of the screen, click the plus to the left of MSAG to reveal the Archived Changes submenu.

MSAG Archived Changes lists archive date, transaction ID, submitter, approver, change type, street prefix, street name, street suffix, post directional, low range, high range, side, community, state, ESN, PSAP, county, exchange, and entry date. The MSAG Archived Changes table is read only.



MSAG Archived Changes List

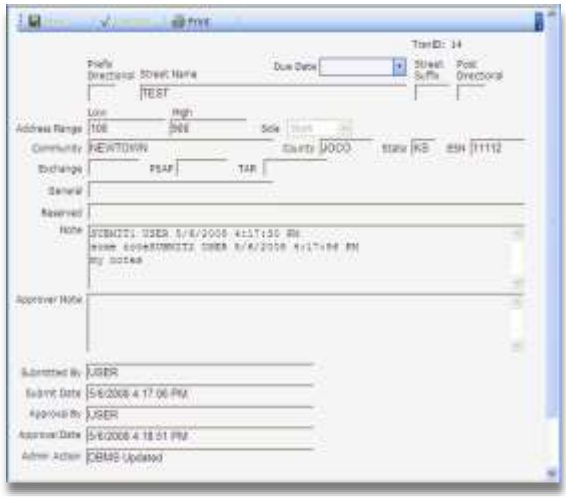
To View / Print an MSAG Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Side, Approved between, and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”

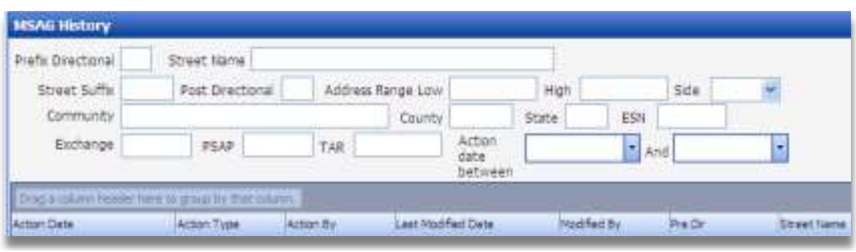


MSAG Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Four: Monitoring the MSAG History Table

Whenever a change is made to the MSAG table, the original record is sent to the MSAG History table where it can be viewed in NENA Standard format. The MSAG history record contains all the fields in the MSAG table, as well as the Action Date (the date the record was moved to history), Action Type (Change / Delete), Action By (the Login ID of the person who caused the action), and Modified By (the person / process that modified the record before the Action Date). Use the slider bar to see all fields. The MSAG History table is read only.



MSAG History List

From the Tables menu on the left of the screen, click the plus to the left of MSAG to reveal the MSAG History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom line of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

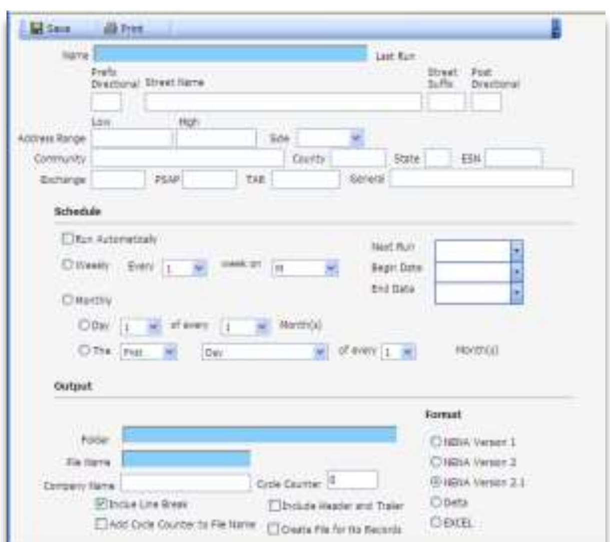
Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for MSAG Export
MSAG Export Configuration allows users to configure scheduled MSAG exports that are saved to the user's download folder. MSAG Export files contain only those records to which the user has been given access. Automatic MSAG exports are logged in Tables / Other / Process Log in DBMS.

MSAG Export consists of a **QueryPanel / List** screen that displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays only those records configured by this user. The **MSAG Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the MSAG Export Maintenance screen.

Any WebDBMS user that is allowed to schedule MSAG Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.



MSAG Export Configuration Maintenance

To Add an MSAG Export Record
Click the new icon on the upper left of the tool bar. Enter MSAG Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering MSAG criteria in the top of the screen limits export records to those records satisfying all criteria.

The record cannot be saved, unless some criteria are entered here. The export will only include those records to which the user has been given access in DBMS.

Schedule: Select Run Automatically and select a schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If an MSAG Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output:

Folder in which to create the file: Enter the name of the download folder configured for this user in DBMS. MSAG Export files created are accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Include Line Break: Check here if you would like to include line breaks.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Delta (partial MSAG based on date modified) is selected, the format is always NENA Version 2.1.

- If Excel is selected, the resultant file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an MSAG Export Record

In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the MSAG Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.

MSAG Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an MSAG Export Record

An MSAG Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all MSAG Export configurations associated with that user are automatically deleted.

Table Sizes

From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Reader

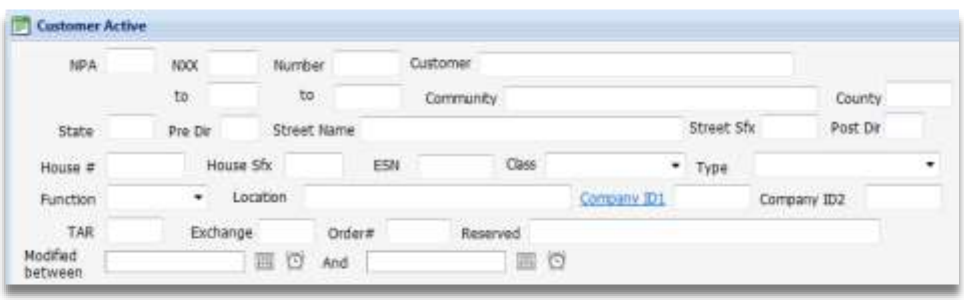
Readers have read-only access to all or part of the Customer table, the Customer History table, the Customer Pending Changes table, and the Customer Archived Changes table.

Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

The Customer Table

Select Customer from the Tables menu on the left. The Customer table consists of the **Query Panel / List** screen that displays telephone number, Company ID1, function, address information, customer name, ESN, location, exchange, class of service, type of service, main number, zip, zip + 4, Company ID2, customer code, TAR code, alternate number, extract date, entry date, and last update. The **Customer Detail** screen is reached by double-clicking a list entry.

To View / Print a Customer Record



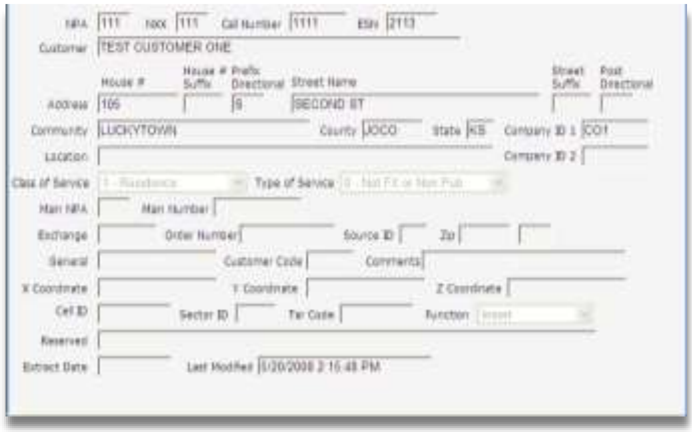
Customer List

If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.



Customer Detail

From the list screen double-click the record to be viewed. Once in the Customer detail screen, you may view the record. To print the record, select the Print button. Exit using the X in the upper right corner of the screen.

Querying against DBMS for Company ID: The ownership of a telephone number can be queried regardless of user profile. Enter the ten-digit telephone number and click the hyperlinked Company ID1 field name in the query panel.

If the telephone number exists and is within the user's profile: A popup appears displaying the owner (Company ID), record status (locked / unlocked), and date / time the record entered DBMS (either Customer or Customer Correction table).

If the telephone number exists and is outside of the user's profile: A popup appears displaying the owner (Company ID) and record status (locked / unlocked) only.

This feature does not validate against NPAC or any other outside source.

The Pending Changes Table

Active requests for changes to the 9-1-1 database can be viewed in the Customer Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Pending Changes submenu.

Customer Pending Changes lists entry date, transaction ID, status, submitter, change type, responsibility, telephone number, customer name, address information, community, county, state, and ESN.

Customer Pending Changes List

Responsibility

Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status

Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

To View / Print a Customer Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the request to move to the detail screen.

Customer Pending Changes Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

The Archived Changes Table

Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Archived Changes submenu.

Customer Archived Changes lists archive date, transaction ID, submitter, approver, change type, telephone number, customer name, address information, community, county, state, ESN, and entry date.

Customer Archived Changes List

To View / Print a Customer Archived Changes Request

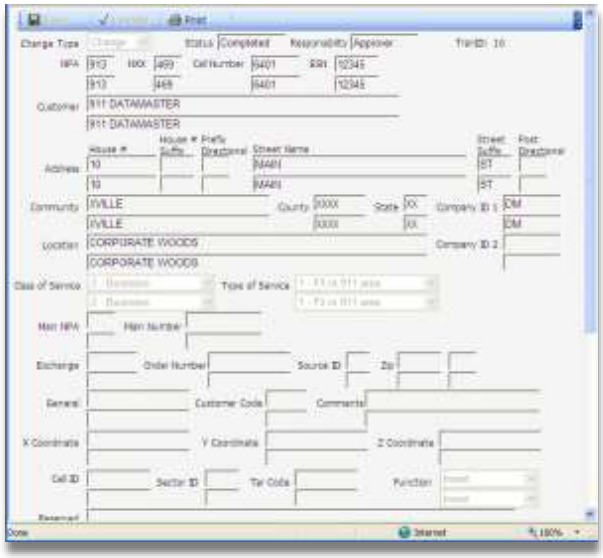
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



Customer Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

The Customer History Table

Whenever a change is made to the Customer table, the original record is sent to the Customer History table where it can be viewed in NENA Standard format. The Customer history record contains all the fields in the Customer table, as well as Action Date (the date the record was moved to history), Action, (Change / Delete), Action By (the person / process that caused the action), and Modified By (the person / process that modified the record before the Action Date). Use the slider bar to see all fields.

Customer History List

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Customer History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Class, Type, and Action Date are pick lists. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for Customer Export

Customer Export Configuration allows users to configure scheduled Customer exports that are saved to the user's download folder. Customer Export files contain only those records to which the user has been given access. Automatic Customer exports are logged in Tables / Other / Process Log in DBMS.

Customer Export consists of a **Query Panel and List** screen. The query panel offers a name field, a community field (pick list if configured in DBMS), a county field (pick list if configured in DBMS), a state field (pick list if configured in DBMS) and an ESN field (pick list if configured in DBMS). The List screen displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays **only** those records configured by this user.

The **Customer Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the Customer Export Maintenance screen.

Any WebDBMS user that is allowed to schedule Customer Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.

Customer Export Configuration Maintenance

To Add a Customer Export Record
Click the new icon on the upper left of the tool bar. Enter Customer Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering Customer criteria in the top of the screen limits export records to those records satisfying all criteria.

*The record cannot be saved unless **some** criteria are entered here (it is not possible to save a configuration without any criteria). The export will **only** include those records to which the user has been given access in DBMS (WebDBMS User Maintenance Profile).*

Schedule: Select Run Automatically and select a schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If a Customer Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output: **Folder in which to create the file:** Enter the name of the download folder configured for this user in DBMS. Customer Export files created are then accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Force Function I Code: Check here if you would like to force all function codes on qualified exported Customer records to be 'I' for Insert.

Include Line Break: Check here if you would like to include line breaks. This check box is checked by default.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- If checking, the company name and cycle counter value become mandatory for population
- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Excel / CSV is selected, the resulting file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an Customer Export Record
In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the Customer Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.

Customer Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an Customer Export Record
A Customer Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all Customer Export configurations associated with that user are automatically deleted.

Table Sizes
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 1
Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 1 has access to all or part of the Customer table, the Customer History table, the Customer Pending Changes table, and the Customer Archived Changes table and is engaged in four major activities:

- **One:** Submitting change requests to Submitter 2 and communicating with Submitter 2 to resolve discrepancies in these requests
- **Two:** Monitoring the Customer Pending Changes table to ensure that all requests for which Submitter 1 is responsible are promptly addressed
- **Three:** Monitoring archived requests in the Customer Archived Changes table
- **Four:** Monitoring Customer changes in the Customer History table

One: Submitting Change Requests
Select Customer from the Tables menu on the left. The Customer table consists of the **Query Panel / List** screen that displays telephone number, Company ID1, function, address information, customer name, ESN, location, exchange, class of service, type of service, main number, zip, zip + 4, Company ID2, customer code, TAR code, alternate number, extract date, entry date, and last update. The **Customer Detail** screen is reached by double-clicking a list entry.

To Request that a New Customer Record be Inserted

Click New on the upper left of the toolbar. Enter Customer data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

NPA: Enter the NPA (area code).

NXX: Enter the exchange.

Call Number: Enter the final four digits of the customer's number.

ESN: This is a display field only. The ESN is added from the matching MSAG record.

Customer: Enter customer, last name first. Input is limited to 32 characters.

House #: Enter customer house number. Input is limited to ten characters.

House # Suffix: Enter house number suffix, if any. A typical entry might be A or B. Input is limited to four characters.

Customer Detail — New

Prefix Directional: Enter the directional preceding the street, if any. A typical entry might be N for north or SW for southwest. Input is limited to two characters.

Street Name: Enter the street name. Do not enter ST, RD, BLVD, etc. Input is limited to 60 characters.

Street Suffix: Enter the street suffix, e.g. ST, RD, BLVD, etc. Input is limited to four characters.

Post Directional: Enter the directional following the street, if any. A typical entry might be S for south or NE for northeast. Input is limited to two characters.

Community: Enter the community. Input is limited to 32 characters.

County: This is a display field only. County is entered from the matching MSAG record.

State: Input is limited to two characters.

Company ID 1: Enter the dial tone provider ID. Input is limited to five characters.

Company ID 2: Enter the NENA data provider ID. Input is limited to five characters.

Location: Enter additional free-formatted address information. Input is limited to 60 characters.

Class of Service: Select from the pick list.

Type of Service: Select from the pick list.

Main NPA: Enter the three-digit area code of the main number associated with the calling number.

Main Number: Enter the seven-digit telephone number of the main number associated with the calling number. Do not enter a hyphen.

Exchange: Enter the phone company exchange identifier for the serving telephone office of the customer. Input is limited to four characters.

Order Number: Enter the service order number for the activity establishing this record.

Input is limited to ten characters.

Source ID: Enter the code that indicates whether data are part of the initial database creation process or part of the daily update process. Input is limited to one character.

Zip: Enter Zip code and plus four.

General: This field is used by data exchange partners to communicate information not defined in previous fields. Input is limited to 11 characters.

Customer Code: Enter the code used to uniquely identify a customer. Input is limited to three characters.

Comments: Enter optional notes.

X Coordinate: Enter longitude / X coordinate. Input is limited to nine characters.

Y Coordinate: Enter latitude / Y coordinate. Input is limited to nine characters.

Z Coordinate: Enter structure elevation. Input is limited to five characters.

Cell ID: Enter the identification number indicating a geographic region of cellular coverage.

Input is limited to six characters.

Sector ID: Enter the sub set / section of a cell. Input is limited to one character.

TAR Code: Enter the Taxing Area Rate Code. Input is limited to six characters.

Reserved: This field is reserved for the processing telephone company's use.

> *Enter any information you would like to convey to other users. Notes from all users are retained in the request.*

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered and forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Exit using the X on the top right of the screen.

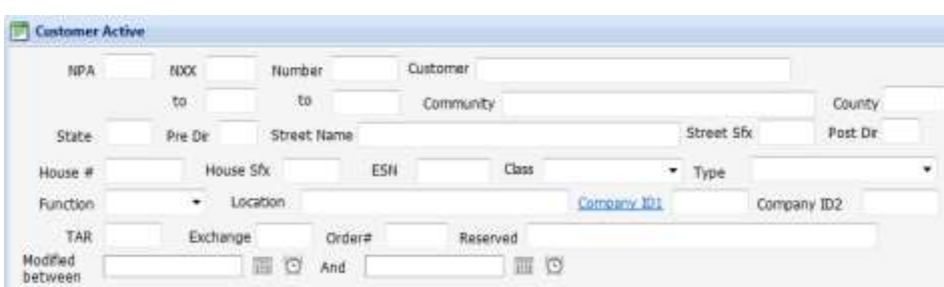
To Request that a Customer Record be Changed

If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

> *Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.*



Customer List

From the list screen double-click the record. Once in the detail screen, select the Change button.

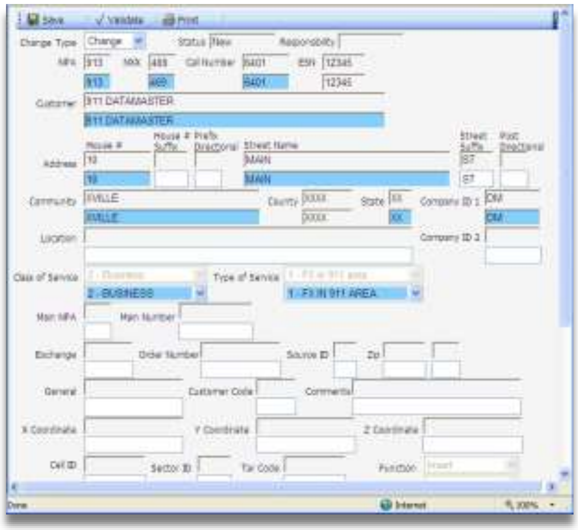
Customer — Detail

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

If there is a record with this telephone number in the Customer Correction table, that will be noted at the top of the record.

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick lists as appropriate. Use the Note field to convey information to other users. Notes from all users are retained in the request. Fields highlighted in blue cannot be left blank.

Querying against DBMS for Company ID: The ownership of a telephone number can be queried regardless of user profile. Enter the ten-digit telephone number and click the hyperlinked Company ID1 field name in the query panel.



Customer Detail — Change

If the telephone number exists and is within the user's profile: A popup appears displaying the owner (Company ID), record status (locked / unlocked), and date / time the record entered DBMS (either Customer or Customer Correction table).

If the telephone number exists and is outside of the user's profile: A popup appears displaying the owner (Company ID) and record status (locked / unlocked) only.

This feature does not validate against NPAC or any other outside source.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered and forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that a Customer Record be Deleted

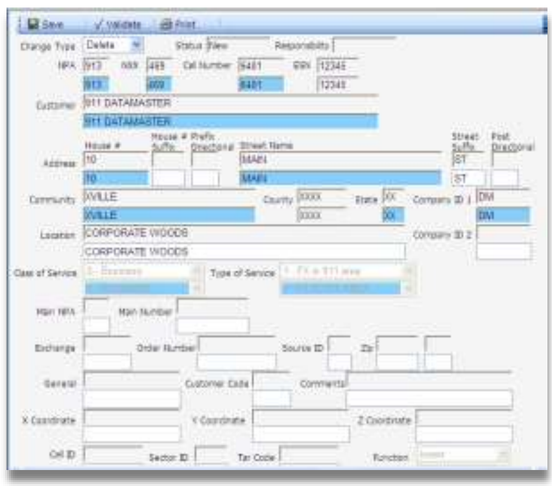
If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

> *Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.*

From the list, double-click the record to move to the Customer Detail screen, select Change then select Delete from the Change Type pick list. Use the Note field to convey information to other users.



Customer — Delete

> *If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 1 created the request or if the status is "Working" and the responsibility is "Submitter 1," you can edit the request. If the status is "Working" and the responsibility is not Submitter 1, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."*
>
> *If there is a record with this telephone number in the Customer Correction table, that will be noted at the top of the record.*

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save from the toolbar, if you wish to proceed with the delete and forward the request to Submitter 2.

> *If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.*

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table
Active requests for changes to the 9-1-1 database can be viewed in the Customer Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

Customer Pending Changes List

Customer Pending Changes lists entry date, transaction ID, status, submitter, change type, responsibility, telephone number, customer name, address information, community, county, state, and ESN.

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests
Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

To View / Edit / Print a Customer Change Request

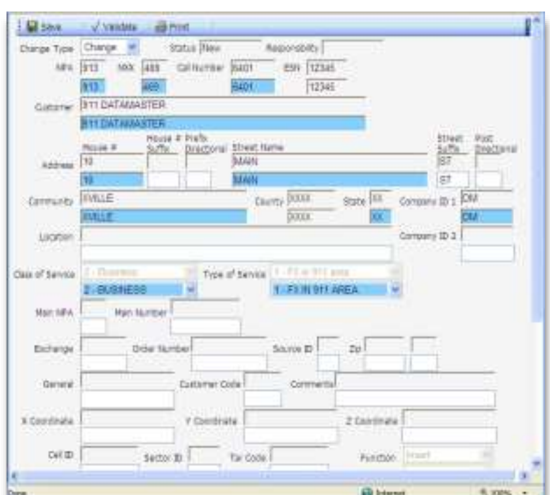
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Submitted between, Responsibility (Submitter / Approver), Status (New / Working), and Change Type (Change / Delete / Insert) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run

Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Customer Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes and / or additions to the Note field. Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered and to forward the request to Submitter 2. Incomplete requests cannot be saved.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Archived Changes submenu.

Customer Archived Changes lists archive date, transaction ID, submitter, approver, change type, telephone number, customer name, address information, community, county, state, ESN, and entry date. The Customer Archived Changes table is read only.

Customer Archived Changes List

To View / Print a Customer Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Approved between and Change Type (Change / Delete / Insert) are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

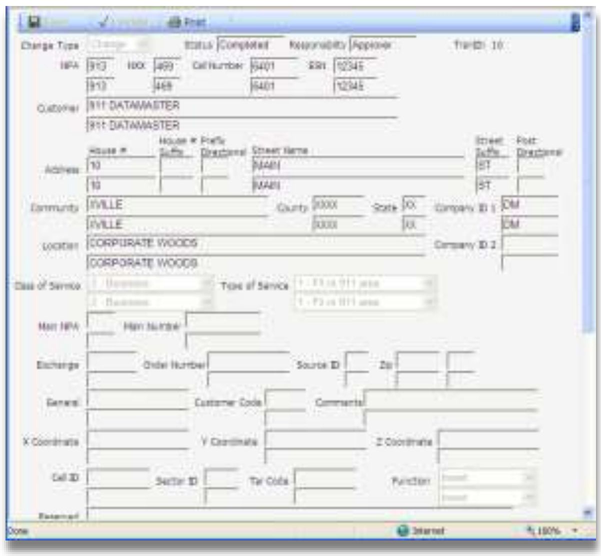
To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

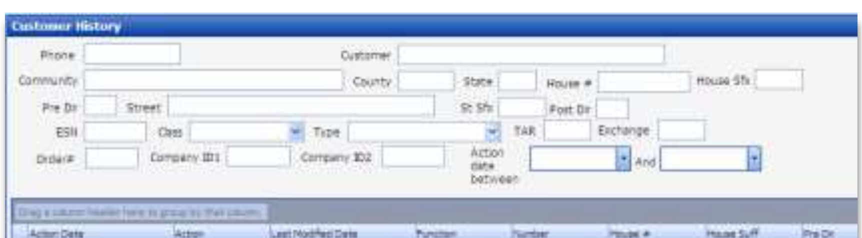
From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.



Customer Archived Changes — Detail

Four: Monitoring the Customer History Table



Customer History List

Whenever a change is made to the Customer table, the original record is sent to the Customer History table where it can be viewed in NENA Standard format. The Customer history record contains all the fields in the Customer table, as well as the Action Date (the date the record was moved to history), Action (Change, Delete), Action By (the person / process that caused the action), and Modified By (the person / process that modified the record before the Action Date). Use the slider bar to see all fields. The Customer History table is read only.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Customer History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Class, Type, and action Date are pick lists. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for Customer Export
Customer Export Configuration allows users to configure scheduled Customer exports that are saved to the user's download folder. Customer Export files contain only those records to which the user has been given access. Automatic Customer exports are logged in Tables / Other / Process Log in DBMS.

Customer Export consists of a **Query Panel and List** screen. The query panel offers a name field, a community field (pick list if configured in DBMS), a county field (pick list if configured in DBMS), a state field (pick list if configured in DBMS) and an ESN field (pick list if configured in DBMS). The List screen displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays **only** those records configured by this user.

The **Customer Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the Customer Export Maintenance screen.

Any WebDBMS user that is allowed to schedule Customer Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.

Customer Export Configuration Maintenance

To Add a Customer Export Record
Click the new icon on the upper left of the tool bar. Enter Customer Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering Customer criteria in the top of the screen limits export records to those records satisfying all criteria.

*The record cannot be saved unless **some** criteria are entered here (it is not possible to save a configuration without any criteria). The export will **only** include those records to which the user has been given access in DBMS (WebDBMS User Maintenance Profile).*

Schedule: Select Run Automatically and select a schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If a Customer Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output: **Folder in which to create the file:** Enter the name of the download folder configured for this user in DBMS. Customer Export files created are then accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Force Function I Code: Check here if you would like to force all function codes on qualified exported Customer records to be 'I' for Insert.

Include Line Break: Check here if you would like to include line breaks. This check box is checked by default.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- If checking, the company name and cycle counter value become mandatory for population

- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

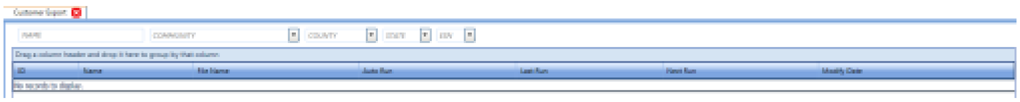
- If Excel / CSV is selected, the resulting file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an Customer Export Record
In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the Customer Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.



Customer Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an Customer Export Record
A Customer Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all Customer Export configurations associated with that user are automatically deleted.

Table Sizes
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Submitter 2
Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Submitter 2 has access to all or part of the Customer table, the Customer History table, the Customer Pending Changes table, and the Customer Archived Changes table and is engaged in four major activities:

- **One:** Submitting change requests to Approver and communicating with Approver to resolve discrepancies in these requests
- **Two:** Monitoring the Pending Changes table to ensure that all requests for which Submitter 2 is responsible are appropriately reviewed. This involves:
  - Reviewing change requests received from Submitter 1 (if configured) and communicating with Submitter 1 to resolve discrepancies in requests, and;
  - Forwarding reviewed requests to Approver for ultimate disposition
- **Three:** Monitoring archived requests in the Archived Changes table

- **Four:** Monitoring the Customer History table

One: Submitting Change Requests
Select Customer from the Tables menu on the left. The Customer table consists of the **Query Panel / List** screen that displays telephone number, Company ID1, function, address information, customer name, ESN, location, exchange, class of service, type of service, main number, zip, zip + 4, Company ID2, customer code, TAR code, alternate number, extract date, entry date, and last update. The **Customer Detail** screen is reached by double-clicking a list entry.

To Request that a New Customer Record be Inserted
Click New on the upper left of the toolbar. Enter Customer data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

NPA: Enter the NPA (area code).

NXX: Enter the exchange.

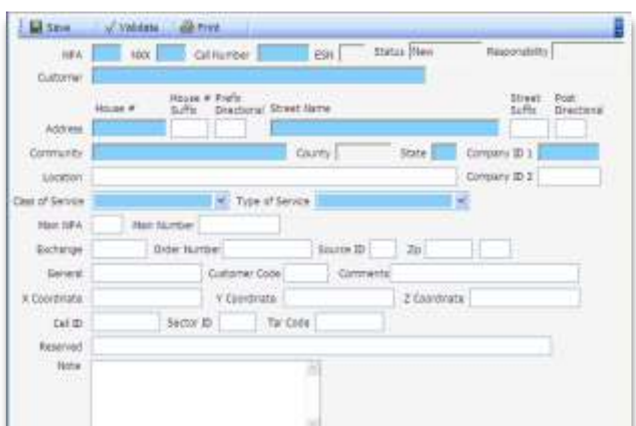
Call Number: Enter the final four digits of the customer's number.

ESN: This is a display field only. The ESN is added from the matching MSAG record.

Customer: Enter customer, last name first. Input is limited to 32 characters.

House #: Enter customer house number. Input is limited to ten characters.

House # Suffix: Enter house number suffix, if any. A typical entry might be A or B. Input is limited to four characters.



Customer Detail — New

Prefix Directional: Enter the directional preceding the street, if any. A typical entry might be N for north or SW for southwest. Input is limited to two characters.

Street Name: Enter the street name. Do not enter ST, RD, BLVD, etc. Input is limited to 60 characters.

Street Suffix: Enter the street suffix, e.g. ST, RD, BLVD, etc. Input is limited to four characters.

Post Directional: Enter the directional following the street, if any. A typical entry might be S for south or NE for northeast. Input is limited to two characters.

Community: Enter the community. Input is limited to 32 characters.

County: This is a display field only. County is entered from the matching MSAG record.

State: Input is limited to two characters.

Company ID 1: Enter the dial tone provider ID. Input is limited to five characters.

Company ID 2: Enter the NENA data provider ID. Input is limited to five characters.

Location: Enter additional free-formatted address information. Input is limited to 60 characters.

Class of Service: Select from the pick list.

Type of Service: Select from the pick list.

Main NPA: Enter the three-digit area code of the main number associated with the calling number.

Main Number: Enter the seven-digit telephone number of the main number associated with the calling number. Do not enter a hyphen.

Exchange: Enter the phone company exchange identifier for the serving telephone office of the customer. Input is limited to four characters.

Order Number: Enter the service order number for the activity establishing this record.

Input is limited to ten characters.

Source ID: Enter the code that indicates whether data are part of the initial database creation process or part of the daily update process. Input is limited to one character.

Zip: Enter Zip code and plus four.

General: This field is used by data exchange partners to communicate information not defined in previous fields. Input is limited to 11 characters.

Customer Code: Enter the code used to uniquely identify a customer. Input is limited to three characters.

Comments: Enter optional notes.

X Coordinate: Enter longitude / X coordinate. Input is limited to nine characters.

Y Coordinate: Enter latitude / Y coordinate. Input is limited to nine characters.

Z Coordinate: Enter structure elevation. Input is limited to five characters.

Cell ID: Enter the identification number indicating a geographic region of cellular coverage.

Input is limited to six characters.

Sector ID: Enter the sub set / section of a cell. Input is limited to one character.

TAR Code: Enter the Taxing Area Rate Code. Input is limited to six characters.

Reserved: This field is reserved for the processing telephone company's use.

Enter any information you would like to convey to other users. Notes from all users are retained in the request record.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the data you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request.

  *Use this option only if there is a Submitter 1 configured at your site **and** you require information from Submitter 1 regarding this request.*

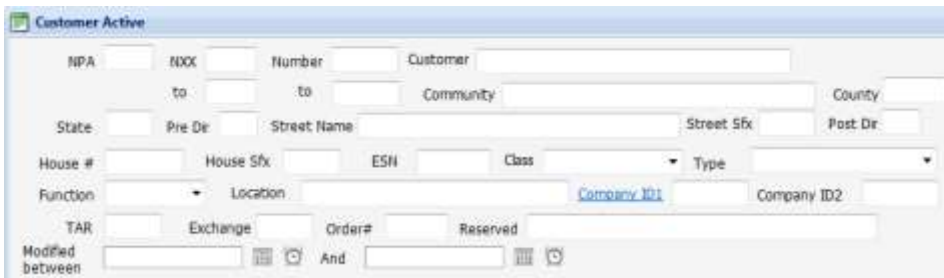
- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Exit using the X on the top right of the screen.

To Request that a Customer Record be Changed
If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and

clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.



Customer List

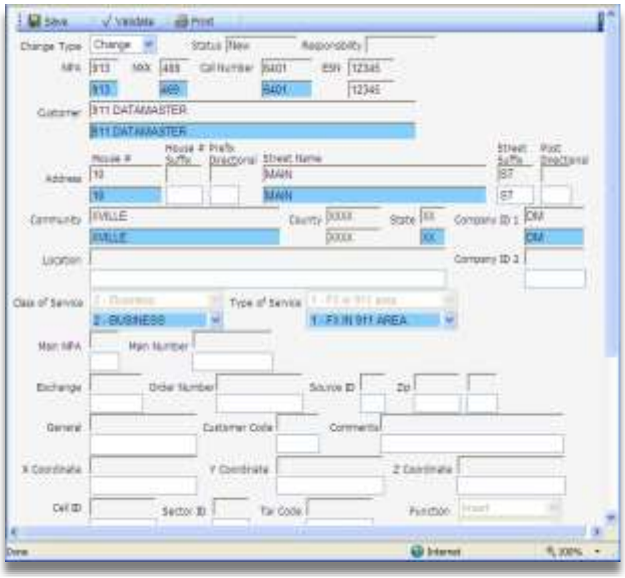
With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.

From the list screen double-click the record. Once in the detail screen, select the Change button.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."

If there is a record with this telephone number in the Customer Correction table, that will be noted at the top of the record.



Customer Detail — Change

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick lists as appropriate. Use the Note field to convey information to other users. Notes from all users are retained in the request. Fields highlighted in blue cannot be left blank.

Querying against DBMS for Company ID: The ownership of a telephone number can be queried regardless of user profile. Enter the ten-digit telephone number and click the hyperlinked Company ID1 field name in the query panel.

If the telephone number exists and is within the user's profile: A popup appears displaying the owner (Company ID), record status (locked / unlocked), and date / time the record entered DBMS (either Customer or Customer Correction table).

If the telephone number exists and is outside of the user's profile: A popup appears displaying the owner (Company ID) and record status (locked / unlocked) only.

This feature does not validate against NPAC or any other outside source.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request.

> *Use this option only if there is a Submitter 1 configured at your site **and** you require information from Submitter 1 regarding this request.*

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Request that a Customer Record be Deleted
If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

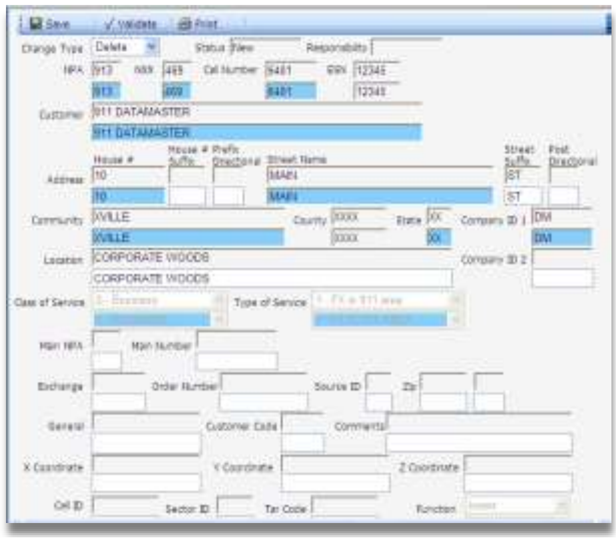
> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

> *Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.*

From the list, double-click the record to move to the Customer Detail screen, select Change then select Delete from the Change Type pick list. Use the Note field to convey information to other users. Notes from all users are retained in the request.

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Submitter 2 created the request or if the status is "Working" and the responsibility is "Submitter 2," you can edit the request. If the status is "Working" and the responsibility is not Submitter 2, the request cannot be edited. For a complete explanation of status and responsibility, please see "Monitoring the Pending Changes Table."



Customer — Delete

If there is a record with this telephone number in the Customer Correction table, that will be noted at the top of the record.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save this request. Once submitted, requests cannot be deleted.

Save: Select Save from the toolbar, if you wish to proceed with the delete.

If you are unable to save the request because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request.

> *Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.*

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.
- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.
- **Submit to Approver:** Choose this option to save the request to the Pending

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Monitoring the Pending Changes Table
Active requests for changes to the 9-1-1 database can be viewed in the Customer Pending Changes table. Once requests are approved / denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Pending Changes submenu.

Customer Pending Changes List

Customer Pending Changes lists entry date, transaction ID, status, submitter, change type, responsibility, telephone number, customer name, address information, community, county, state, and ESN.

Responsibility
Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Editing Requests

Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

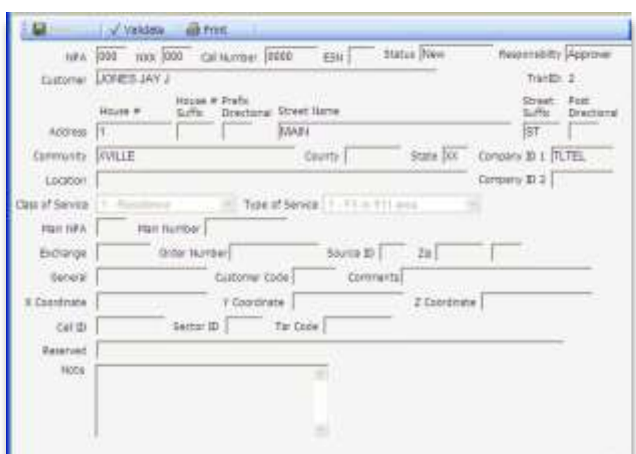
To View / Edit / Print a Customer Change Request

If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Customer Pending Changes — Detail

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes to the request and make entries in the Note field. Notes from all users are retained in the request.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

Save: Select Save, if you wish to keep the changes you entered. Incomplete requests cannot be saved. Save provides the following options:

- **Return to Submitter 1:** Choose this option to request further information from Submitter 1.

  *Use this option only when a Submitter 1 has been configured at your site **and** you require information from Submitter 1 regarding this request.*

- **Undo Save and return to record:** Choose this option to return to the input screen without saving.

- **Save to Pending Changes list:** Choose this option to save the request to the Pending Changes table while retaining responsibility for the request.

- **Submit to Approver:** Choose this option to save the request to the Pending Changes table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table
Once requests have been approved or denied, the requests are moved to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Archived Changes submenu.

Customer Archived Changes lists archive date, transaction ID, submitter, approver, change type, telephone number, customer name, address information, community, county, state, ESN, and entry date. The Customer Archived Changes table is read only.

Customer Archived Changes List

To View / Print a Customer Archived Change Request

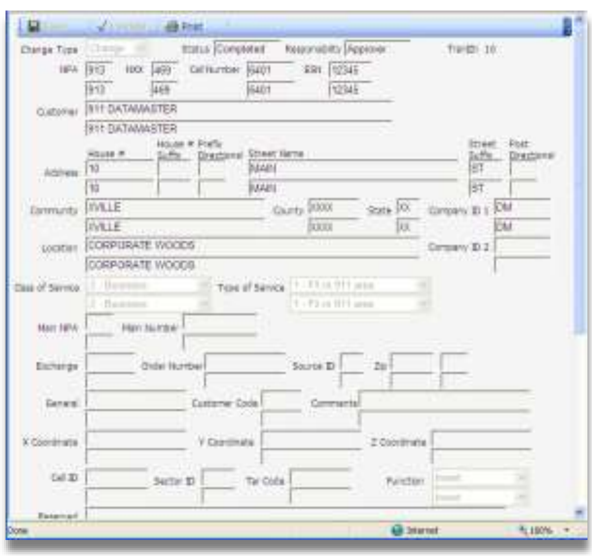
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

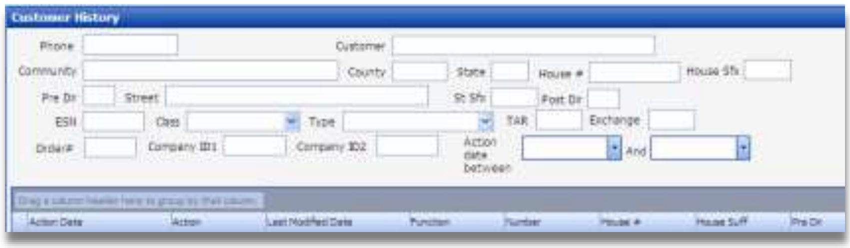
From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



Customer Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Four: Monitoring the Customer History Table



Customer History List

Whenever a change is made to the Customer table, the original record is sent to the Customer History table where it can be viewed in NENA Standard format. The Customer history record contains all the fields in the Customer table, as well as the Action Date (the date the record was moved to history), Action (Insert, Change, Delete), Action By (the person / process that caused the action), and Modified By (the person / process that modified the record before the Action Date). Use the slider bar to see all fields. The Customer History table is read only.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Customer History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for Customer Export
Customer Export Configuration allows users to configure scheduled Customer exports that are saved to the user's download folder. Customer Export files contain only those records to which the user has been given access. Automatic Customer exports are logged in Tables / Other / Process Log in DBMS.

Customer Export consists of a **Query Panel and List** screen. The query panel offers a name field, a community field (pick list if configured in DBMS), a county field (pick list if configured in DBMS), a state field (pick list if configured in DBMS) and an ESN field (pick list if configured in DBMS). The List screen displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays **only** those records configured by this user.

The **Customer Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the Customer Export Maintenance screen.

Any WebDBMS user that is allowed to schedule Customer Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.

Customer Export Configuration Maintenance

To Add a Customer Export Record

Click the new icon on the upper left of the tool bar. Enter Customer Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering Customer criteria in the top of the screen limits export records to those records satisfying all criteria.

The record cannot be saved unless ***some*** *criteria are entered here (it is not possible to save a configuration without any criteria). The export will* ***only*** *include those records to which the user has been given access in DBMS (WebDBMS User Maintenance Profile).*

Schedule: Select Run Automatically and select a schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If a Customer Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output:

Folder in which to create the file: Enter the name of the download folder configured for this user in DBMS. Customer Export files created are then accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Force Function I Code: Check here if you would like to force all function codes on qualified exported Customer records to be 'I' for Insert.

Include Line Break: Check here if you would like to include line breaks. This check box is checked by default.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- If checking, the company name and cycle counter value become mandatory for population
- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Excel / CSV is selected, the resulting file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an Customer Export Record
In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the Customer Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.

Customer Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an Customer Export Record
A Customer Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all Customer Export configurations associated with that user are automatically deleted.

Table Sizes
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Approver
Approvers have access to all or part of the Customer table, the Customer History table, the Customer Pending Changes table, and the Customer Archived Changes table and are engaged in four major activities:

- **One:** Reviewing change requests in the Pending Changes table; communicating with Submitter 2 to resolve discrepancies in requests; and approving or denying change requests

- **Two:** Making insertions, changes, and deletions directly to the 9-1-1 database and, less frequently, creating change requests

- **Three:** Monitoring archived requests in the Archived Changes table

- **Four:** Monitoring the Customer History table

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends requests for changes to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates requests, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

One: Reviewing Change Requests

Once Submitter 2 initiates / reviews change requests and submits them to Approver, they become Approver's responsibility and can be reviewed in the Pending Changes table. When requests are approved or denied, the requests move to the Archived Changes table.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Pending Changes submenu.

Customer Pending Changes lists all active change requests and displays entry date, transaction ID, status, submitter, change type, responsibility, telephone number, customer name, address information, community, county, state, and ESN.

Customer Pending Changes List

Responsibility

Requests in the Pending Changes list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.

- All requests in red are the responsibility of Submitter 2.

- All requests in green are the responsibility of Approver.

Status

Requests have the status **New** or **Working**. A newly-created request has the status **New.** Once the request has been opened, its status becomes **Working.**

Editing Requests

Requests with the status **Working** can only be edited by users with responsibility for that request. Requests with the status **New** may also be edited by users at the level of the one who created it.

Restrictions on editing are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can edit all requests carrying the responsibility "Submitter 2." They can also edit all "New" requests that were created by a Submitter 2.

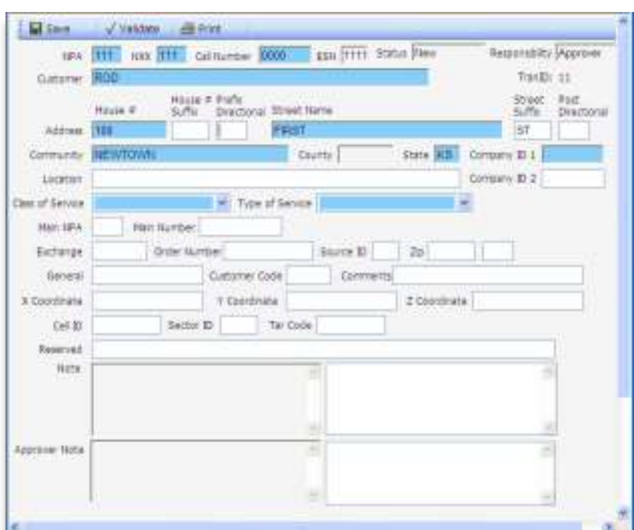
To View / Edit / Print / Approve / Deny Requests

If the request is not displayed, open the query panel if necessary and enter query criteria in any or all of the fields. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.



Customer Pending Changes Detail — Insert

From the list, double-click the request to move to the detail screen. From the detail screen, make appropriate changes. If this request is to be returned to Submitter 2, ask any necessary questions in the Note field. Notes from all users are retained in the request record. Approver Notes can only be viewed by those at the approver level.

If no changes are necessary, select **Save** to move to the **Save Menu** described below.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this request against the 9-1-1 database. If there are errors, you may choose not to save any changes you made.

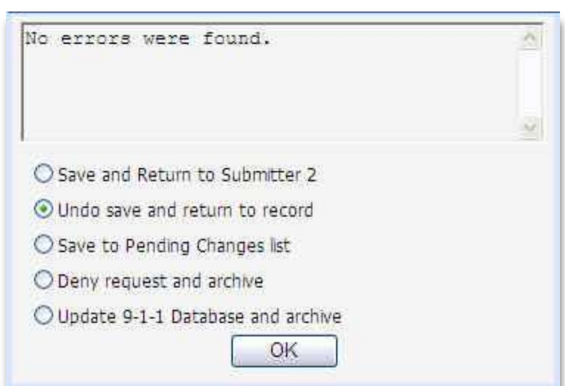
Save: Select Save to move to the Save Menu described in the following section if there are no changes or if you wish to keep any changes you entered. An incomplete request cannot be saved.

Please read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

The Save Menu

The Save Menu reports on the validity of the change request in the text field at the top of the screen. Options for the disposition of the request are listed below:



Customer — Saving a Record

- **Save and return to Submitter 2:** Select this option if you require additional information from Submitter 2 to approve or deny this request or if you are creating a request and require information from Submitter 2.

- **Undo save and return to record:** Select this option if the validation field reports errors that you would like to correct before saving or if you choose not to keep the changes you made. Once back in the request, you can re-edit or exit using the X, to return the request to its pre-edited form.

- **Save to Pending Changes list:** Select this option if you would like to save changes you've made and retain the request in the Pending Changes list.
- **Deny request and archive:** Select this option if, upon consideration, you choose to deny the request. When this option is chosen, the request moves to the Archived Changes table.

> *This option is not available when an Approver initiates a request and saves it for the first time.*

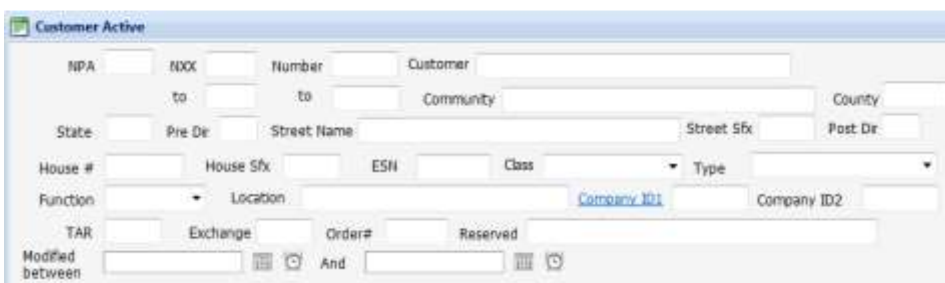
- **Update 9-1-1 Database and archive:** Select this option to apply the change to the 9-1-1 database. When this option is chosen, the request moves to the Archived Changes table.

> *If a request contains an error, this option is not available.*

Two: Making Changes Directly to the 9-1-1 Database
In addition to approving or denying requests for insertions, changes, and deletions to the Customer table, the approver can make changes directly to the 9-1-1 database. Less frequently, Approver may choose to create a change request for further research or referral.

To Insert a New Customer Record
While in the Customer table, click New on the upper left of the toolbar. Enter Customer data. Use the tab key to progress from one entry field to the next.

> *Fields highlighted in blue must be completed.*



Customer List

NPA: Enter the NPA (area code).

NXX: Enter the exchange.

Call Number: Enter the final four digits of the customer's number.

ESN: This is a display field only. The ESN is added from the matching MSAG record.

Customer: Enter customer, last name first. Input is limited to 32 characters.

House #: Enter customer house number. Input is limited to ten characters.

House # Suffix: Enter house number suffix, if any. A typical entry might be A or B. Input is limited to four characters.

Prefix Directional: Enter the directional preceding the street, if any. A typical entry might be N for north or SW for southwest. Input is limited to two characters.

Street Name: Enter the street name. Do not enter ST, RD, BLVD, etc. Input is limited to 60 characters.

Street Suffix: Enter the street suffix, e.g. ST, RD, BLVD, etc. Input is limited to four characters.

Post Directional: Enter the directional following the street, if any. A typical entry might be S for south or NE for northeast. Input is limited to two characters.

Community: Enter the community. Input is limited to 32 characters.

County: This is a display field only. County is entered from the matching MSAG record.

Customer Detail — New

State: Input is limited to two characters.

Company ID 1: Enter the dial tone provider ID. Input is limited to five characters.

Company ID 2: Enter the NENA data provider ID. Input is limited to five characters.

Location: Enter additional free-formatted address information. Input is limited to 60 characters.

Class of Service: Select from the pick list.

Type of Service: Select from the pick list.

Main NPA: Enter the three-digit area code of the main number associated with the calling number.

Main Number: Enter the seven-digit telephone number of the main number associated with the calling number. Do not enter a hyphen.

Exchange: Enter the phone company exchange identifier for the serving telephone office of the customer. Input is limited to four characters.

Order Number: Enter the service order number for the activity establishing this record. Input is limited to ten characters.

Source ID: Enter the code that indicates whether data are part of the initial database creation process or part of the daily update process. Input is limited to one character.

Zip: Enter Zip code and plus four.

General: This field is used by data exchange partners to communicate information not defined in previous fields. Input is limited to 11 characters.

Customer Code: Enter the code used to uniquely identify a customer. Input is limited to three characters.

Comments: Enter optional notes.

X Coordinate: Enter longitude / X coordinate. Input is limited to nine characters.

Y Coordinate: Enter latitude / Y coordinate. Input is limited to nine characters.

Z Coordinate: Enter structure elevation. Input is limited to five characters.

Cell ID: Enter the identification number indicating a geographic region of cellular coverage. Input is limited to six characters.

Sector ID: Enter the sub set / section of a cell. Input is limited to one character.

TAR Code: Enter the Taxing Area Rate Code. Input is limited to six characters.

Reserved: This field is reserved for the processing telephone company’s use.

Enter any information you would like to convey to other users. Notes from all users are retained in this record.

Approver Note: Notes entered here can only be viewed by Approvers.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this insertion against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. An incomplete record cannot be saved. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

Cancel: Exit using the X on the top right of the screen.

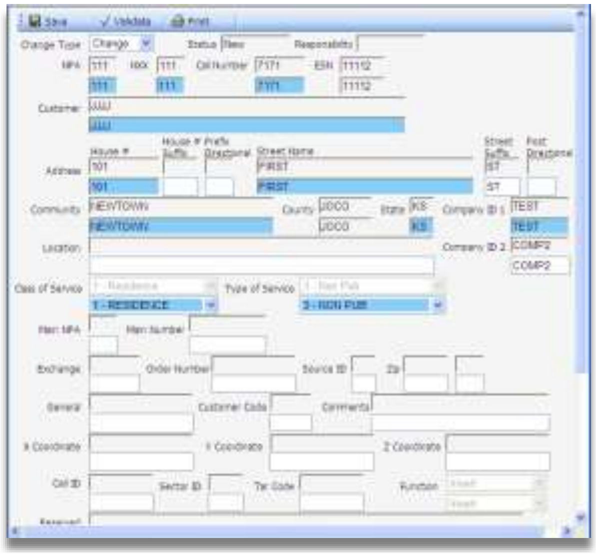
To Change a Customer Record
From the Tables menu on the left of the screen, click Customer. If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.

From the list screen double-click the record to be changed. Once in the detail screen, select the Change button.



Customer Detail — Change

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."

If there is a record with this telephone number in the Customer Correction table, that will be noted at the top of the record.

Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate.

Fields highlighted in blue cannot be left blank.

Querying against DBMS for Company ID: The ownership of a telephone number can be queried regardless of user profile. Enter the ten-digit telephone number and click the hyperlinked Company ID1 field name in the query panel.

If the telephone number exists and is within the user's profile: A popup appears displaying the owner (Company ID), record status (locked / unlocked), and date / time the record entered DBMS (either Customer or Customer Correction table).

If the telephone number exists and is outside of the user's profile: A popup appears displaying the owner (Company ID) and record status (locked / unlocked) only.

This feature does not validate against NPAC or any other outside source.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this change against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to keep the data you entered. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

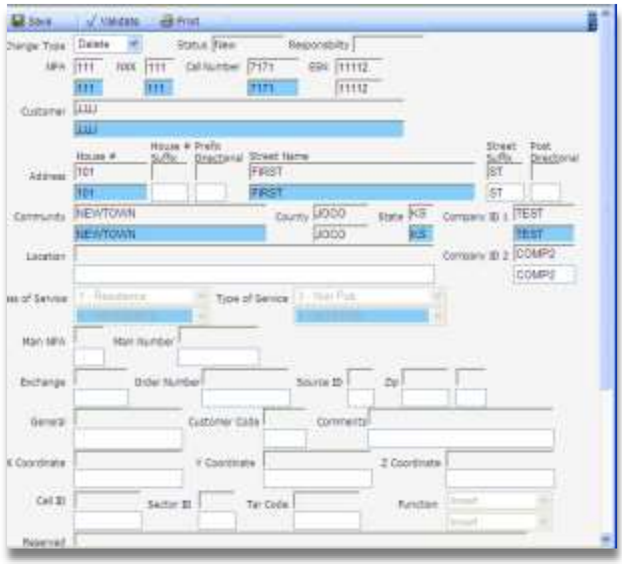
To Delete a Customer Record
From the Tables menu on the left of the screen, click Customer. If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. A range of telephone numbers can be queried by entering criteria in the NXX and Number to fields. Both NXX fields must be completed. If one or both of the Number fields is left blank, the first defaults to "0000" and the second to "9999." A telephone number can be queried for Company ID, status, and import date by entering the ten-digit number in the query panel and clicking the CompanyID link (also in the query panel). Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.

From the list, double-click the record to move to the Customer detail screen, select Change then select Delete from the Change Type pick list. Add a note, if necessary.



Customer Detail — Delete

If there is already a pending change / delete request attached to this record, the responsibility will display in a warning screen when the detail screen is opened. If the status is "New" and Approver created the request or if the status is "Working" and the responsibility is "Approver," you can edit the request. If the status is "Working" and the responsibility is not Approver, the request cannot be edited. For a complete explanation of status and responsibility, please see "Reviewing Change Requests."

If there is a record with this telephone number in the Customer Correction table, that will be noted at the top of the record.

To Print / Validate / Save / Cancel

Print: Select Print.

Validate: Select Validate to check this delete against the 9-1-1 database. If there are errors, you may choose not to save.

Save: Select Save, if you wish to proceed with the delete. You will then move to the Save Menu described in detail in section one.

Please read the Save Menu carefully.

If you are unable to save the delete because a required field is blank, select Change from the Change Type pick list, complete the field, select Delete again from the Change Type pick list, then save.

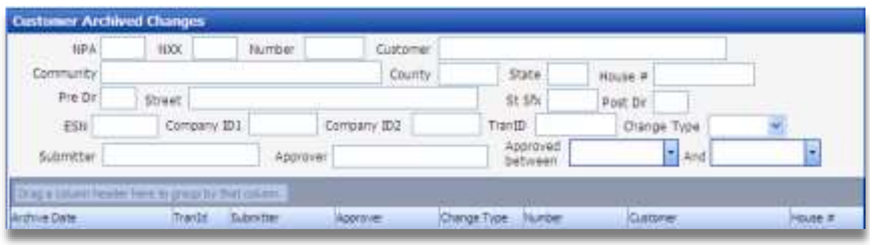
Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Changes Table

Once requests have been approved or denied, they move to the Archived Changes table where they can be viewed and printed.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Archived Changes submenu.

Customer Archived Changes lists archive date, transaction ID submitter, approver, change type, telephone number, customer name, address information, community, county, state, ESN, and entry date. The Customer Archived Changes table is read only.



Customer Archived Changes List

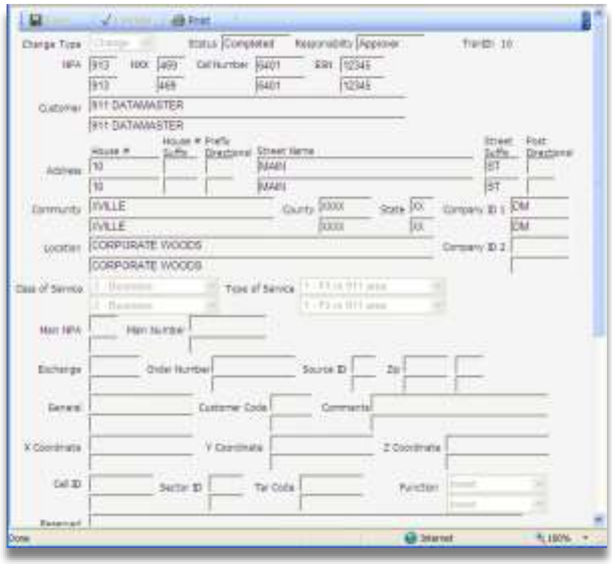
To View / Print a Customer Archived Change Request
If the request is not displayed, open the query panel and enter query criteria in any or all of the fields. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more requests.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

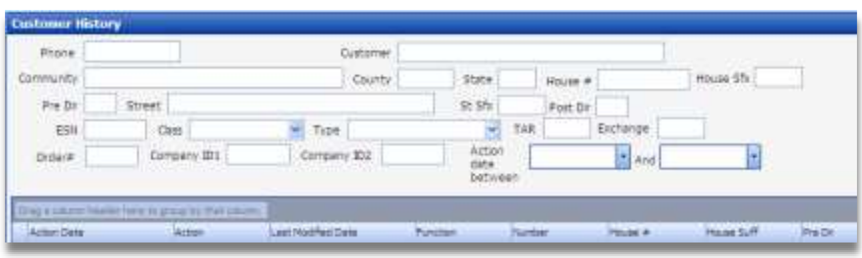
From the list, double-click the request to move to the detail screen. Note that the following record-keeping information has been added to the request: Submitted By, Submit Date, Approved By, Approval Date, and Administrative Action. In cases where a request is not approved, the approval date displayed will be the date the request was archived, and the administrative action will display “Request denied.”



Customer Archived Changes — Detail

The request can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Four: Monitoring the Customer History Table



Customer History List

Whenever a change is made to the Customer table, the original record is sent to the Customer History table where it can be viewed in NENA Standard format. The Customer history record contains all the fields in the Customer table, as well as the Action Date (the date the record was moved to history), Action (Change / Delete), Action By (the person / process that caused the action), and Modified By (the person / process that modified the record before the Action Date). Use the slider bar to see all fields. The Customer History table is read only.

From the Tables menu on the left of the screen, click the plus to the left of Customer to reveal the Customer History submenu.

If the record is not displayed, open the query panel and enter query criteria in any or all of the fields. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom line of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

Exit using the X in the upper right corner of the screen.

Configuring for Customer Export
Customer Export Configuration allows users to configure scheduled Customer exports that are saved to the user's download folder. Customer Export files contain only those records to which the user has been given access. Automatic Customer exports are logged in Tables / Other / Process Log in DBMS.

Customer Export consists of a **Query Panel and List** screen. The query panel offers a name field, a community field (pick list if configured in DBMS), a county field (pick list if configured in DBMS), a state field (pick list if configured in DBMS) and an ESN field (pick list if configured in DBMS). The List screen displays configuration ID, name, file name, auto run (yes / no), last run, and next run (if auto run), and date of last update. The list screen displays **only** those records configured by this user.

The **Customer Export Maintenance** screen is reached by double-clicking a list entry. Adding, editing, and viewing individual records are done from the Customer Export Maintenance screen.

Any WebDBMS user that is allowed to schedule Customer Exports must also be configured for a WebDBMS download folder in DBMS / WebDBMS User Maintenance.

Customer Export Configuration Maintenance

To Add a Customer Export Record
Click the new icon on the upper left of the tool bar. Enter Customer Export data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Name: Enter a descriptive name for the update. The name of the destination county might be an appropriate choice. Input is limited to 32 characters.

Selection Criteria: Entering Customer criteria in the top of the screen limits export records to those records satisfying all criteria.

*The record cannot be saved unless **some** criteria are entered here (it is not possible to save a configuration without any criteria). The export will **only** include those records to which the user has been given access in DBMS (WebDBMS User Maintenance Profile).*

Schedule: Select Run Automatically and select a schedule. The records included in each file are those records with last modified dates that fall within the interval selected.

If a Customer Export record is not put on a schedule, it will be displayed in the list but will not perform any function.

Output: **Folder in which to create the file:** Enter the name of the download folder configured for this user in DBMS. Customer Export files created are then accessed by clicking **Other** in the explorer bar.

File Name: Enter the unique name the file will carry. Input is limited to 32 characters.

Company Name: Enter the company name. The sole purpose of this field is to provide a more readable form of the company name (compared to Company ID, a NENA standard field). Input is limited to 50 characters.

Cycle Counter: A NENA standard field in the header record of each file that increases with each update file created. The Cycle Counter can be reset.

Force Function I Code: Check here if you would like to force all function codes on qualified exported Customer records to be 'I' for Insert.

Include Line Break: Check here if you would like to include line breaks. This check box is checked by default.

Include Header / Trailer: Check here if you would like to include the header / trailer record.

- If checking, the company name and cycle counter value become mandatory for population
- Not applicable if format is Excel / CSV, even if checked on the configuration

Add Cycle Counter to File Name: Check here to include the cycle counter. Adding a cycle counter helps ensure the uniqueness of the auto-generated file.

Create File for No Records: Check here if you would like a file created even if there are no records in it.

Format: Select the appropriate format.

- If Excel / CSV is selected, the resulting file is in the Microsoft native format of .CSV.

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the data you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Exit using the X on the top right of the screen.

To Edit or View an Customer Export Record
In the query panel, enter search criteria to find the appropriate record. Enter data in any or all of the fields shown. Select Run Query. The results of the search are listed. From the list screen, double-click the record to be viewed / edited. Once in the Customer Export Maintenance screen, you may view or change the record. Click into the appropriate fields to make changes or select from pick lists, as appropriate.

Customer Export Configuration List

To Save / Cancel

Save: Select the save icon from the tool bar, if you wish to keep the changes you entered. The software checks to be sure that all required fields are completed before saving.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Delete an Customer Export Record

A Customer Export record can only be deleted in DBMS. In addition, if a WebDBMS user is deleted in DBMS, all Customer Export configurations associated with that user are automatically deleted.

Table Sizes

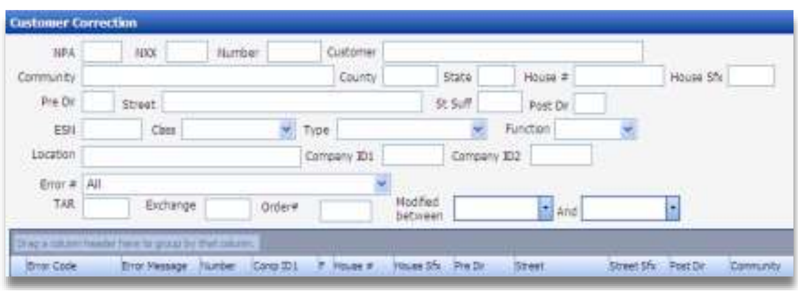
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

User Level: Reader through Submitter 2
Reader through Submitter 2 have read-only access to the Customer Correction table. These users are able to view and print records in the table. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

The Customer Correction Table
The Customer Correction Table contains all records in DBMS that are awaiting correction. Select Customer Correction from the Tables menu on the left. The Customer Correction table consists of the **Query Panel / List** screen that displays error code, error message, telephone number, Company ID1, function, address information, order number, customer name, ESN, location, exchange, class of service, type of service, main number, service order provider, source code, zip, zip +4, Company ID2, customer code, TAR code, alternate number, extract date, entry date, and last update. The **Customer Correction Detail** screen is reached by double-clicking a list entry.

The Customer Correction detail page also maintains a Customer button. If clicked, it will display the corresponding Customer record (if it exists) in a read only window in addition. It will only display a record if the Customer record also falls into the Web users access limitations.

To View / Print a Customer Correction Record



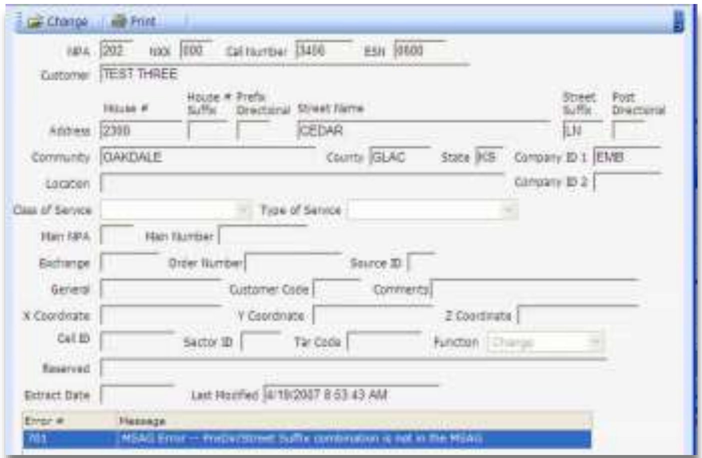
Customer Correction List

If the query panel is not open, select it from the top toolbar. In the query panel, enter search criteria to find the appropriate record. Note that Class, Type, Function, Modified between, and Error # fields are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.



Customer Correction Detail

From the list screen double-click the record to be viewed. Once in the Customer Correction Detail screen, you may view the record. To print the record, select the Print button. Exit using the X in the upper right corner of the screen.

Table Sizes
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

Customer Import Error Codes
DBMS may be configured to allow certain errors to be ignored and / or to allow for certain actions to be performed. Those errors shown in red in the software are hard errors and cannot be ignored. A DBMS user with appropriate privileges can make the remaining errors hard, if required.

NENA Error Codes

Error Code	Description	Type
000	Not a NENA error code, see note below.	
100	Illegal Class of Service (non-MSAG)	
101	Illegal Type of Service (non-MSAG)	
102	Illegal Function Code (non-MSAG)	H
103	Not MSAG Valid (MSAG)	H
104	House Number Not Valid (MSAG)	H
105[1]	Street Name Not Valid (MSAG)	H
106[2]	Directional Not Valid (MSAG)	H
107	Community Name Not Valid (MSAG)	H
108	Exchange Matching Failed (MSAG)	
109	Illegal NENA ID (Non-MSAG)	
200	Record Already Exists, Insert Not Allowed	
201	Record Does Not Exist for a Change	
202	Record Does Not Exist for a Delete	
203	Customer Code Does Not Match	

NENA Error Codes (con't)

Error Code	Description	Type
204	Unlock Attempted on a Non-existent TN	
205	Migrate Attempted on a Non-existent TN	
300	Unlock Attempted on an unlocked TN (different NENA ID)	H
301	Migrate Attempted on a Locked TN	
302	Insert Attempted on a TN that is Unlocked	
303	Change Attempted on a TN that is Unlocked	
304	Delete Attempted on a TN that is Unlocked	
305	NENA IDs Do Not Match on a Change or Delete	H
306	NENA IDs Do Not Match on Unlock	H
803	Not a NENA error code, see note below.	
900[3]	Invalid NPA (Valid values> 200, excluding 911)	H
901[4]	Invalid NXX (Valid values=3 digits 000-999)	H
902	Invalid Call Number (Valid values=4 digits 0000-9999)	H
903	Customer Name Missing	
904	County ID Mismatch	
905	NENA IDs Do Not Match on Insert	H
906[5]	Extract Date Invalid / Mismatch (Extract Date in newly imported record is earlier than that in existing record.)	

[1] *This error also applies to street suffix.*

[2] *This error applies to both prefix directional and post directional.*

[3] *If Use Pre-defined Table for NPA / NXX Validation (explained below) is checked, this logic also checks for the combination of NPA / NXX to exist in the Valid NPA / NXX table.*

[4] *This error can only be triggered when Use Pre-defined Table for NPA / NXX Validation (explained below) is NOT checked. When triggered, this logic validates the NXX field make up, e.g. digits vs. letters.*

[5] *For further information on error 906, see Extract Date below.*

A record in Customer Correction may show the informational code 000. This is not a NENA error code. 000 occurs in the following scenario: A record exists in Customer and a record exists in Customer Correction with the same telephone number, but different company IDs. A subsequent record is imported (daily SOI) and validates immediately to Customer. The record in Customer Correction is tagged with 000 as an indicator that a valid record has been successfully imported to Customer that is more recent than the one in Customer Correction. The data analyst should be aware that the record remaining in Customer Correction might be outdated and that it may not be appropriate to process that record into Customer.

A record in Customer Correction may show error code 803, ESN Mismatch (NPA / NXX Level). This is not a NENA error code. 803 occurs in the following scenario: The NPA / NXX table in Tools / Configuration / NPA / NXX is populated with related ESNs and the Use Pre-defined Table for NPA / NXX Validation is checked in Tools / Configuration / Customer Import Control / Rules tab. A record is imported with a valid NPA / NXX combination but is validated against an MSAG record with an ESN different that one entered in the NPA / NXX table.

User Level: Approver

Approvers have access to all or part of the Customer Correction table and are able to make changes directly to the 9-1-1 database. For all other users, the Customer Correction table is read only.

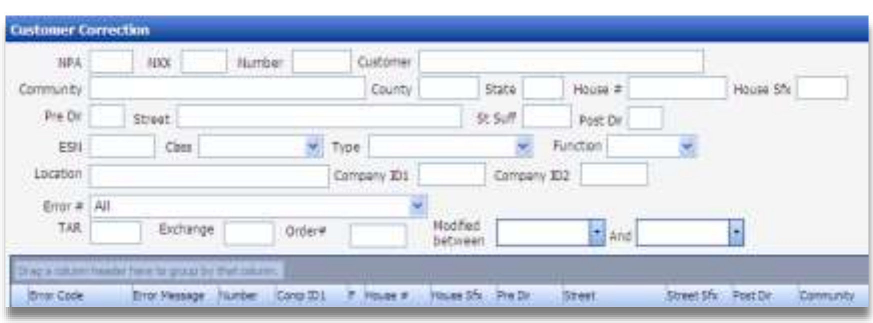
The Customer Correction Table

The Customer Correction Table contains all records in DBMS that are awaiting correction. Select Customer Correction from the Tables menu on the left. The Customer Correction table consists of the **Query Panel / List** screen that displays error code, error message, telephone number, company ID1, function, house number, house number suffix, prefix directional, street name, street suffix, post directional, community, county, state, order number, customer name, ESN, class of service, type of service, main number, customer code, TAR code, alternate number, extract date, entry date, and last update and the **Customer Correction Detail** screen, reached by double-clicking a list entry. The Customer Correction detail screen contains a list of all errors in the record.

It is critical that approvers are familiar with the rules that apply to processing Customer Correction records. Since many of these rules can be configured by the database supervisor in DBMS, users should confer with the supervisor to determine which rules apply to their installation. Although all errors are listed in the Customer Correction record, only "hard" errors need to be corrected before the record will save to the Customer table. Some critical errors are always hard, while others can be configured by the supervisor to be to be hard errors.

The Customer Correction detail page also maintains a Customer button. If clicked, it will display the corresponding Customer record (if it exists) in a read only window in addition. It will only display a record if the Customer record also falls into the Web users access limitations.

Making Changes Directly to the 9-1-1 Database



Customer Correction List

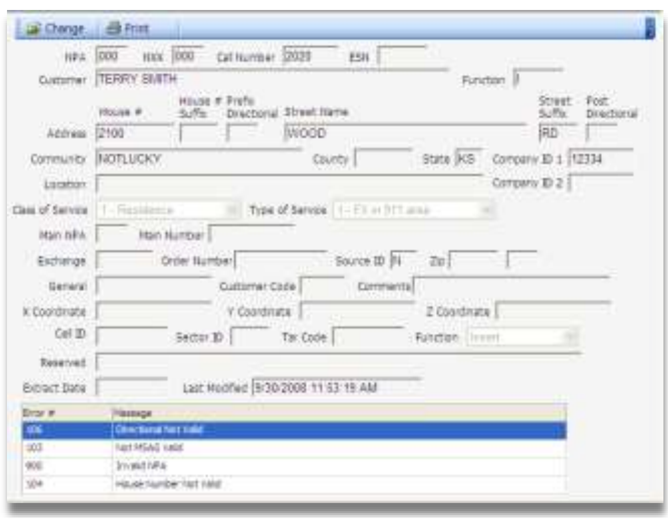
If the query panel is not open, select it from the toolbar. In the query panel, enter search criteria to find the appropriate record. Note that the Class, Type, Function, Modified between, and Error # fields are pick lists. Enter data in any or all of the fields shown, and then select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more records.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ or NENA 2.1 by selecting the buttons on the top toolbar.

Excel is subject to its own maximum record count limitations. The NENA export will populate the Extract Date field with the current date at export.

From the list screen double-click the record to be changed.



Customer Correction Detail

Once in the detail screen, select the Change button. Each field is shown twice and existing data is defaulted into the second (change) field. Click into the appropriate change field(s) and add / edit or select from the pick list as appropriate. Fields highlighted in blue cannot be left blank. If all errors are cleared once Save is selected, you will see a message reporting that the record has moved to the Customer table.

To Print / Validate / Save

Print: Select Print.

Validate: Select Validate to check this change against the 9-1-1 database. If there are errors, you may choose not to save.

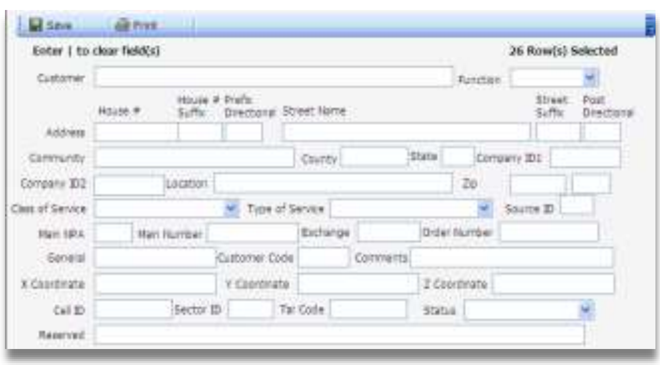
Save: When Save is selected, the record is validated against the 9-1-1 database. If you choose to save a record with errors, the record remains in the Customer Correction table, awaiting further correction.

Changing Multiple Customer Correction Records
Enter search criteria in the query panel to find the appropriate records. While in the list view, highlight all the records you wish to change and right click and select OK.

The Mass Change can only be affected on the current page displayed.

Customer Correction — Mass Change

The resulting Mass Change screen displays the fields where mass changes can be made. Enter the appropriate change(s). To clear a field enter "|" (the character known as the pipe, found above the backslash on most keyboards) in that field.



Customer Correction — Mass Change

When all changes have been entered, select **Save**. Exit the mass change screen by selecting the **x**. If all errors are cleared once **Save** is selected, you will see a message reporting the number of records that have moved to the Customer table.

Table Sizes
From the Tables menu on the left of the screen, click Table Sizes. The resulting list provides the number of records, requests, and archived requests found in each table.

Customer Import Error Codes
DBMS may be configured to allow certain errors to be ignored and / or to allow for certain actions to be performed. Those errors shown in red in the software are hard errors and cannot be ignored. A DBMS user with appropriate privileges can make the remaining errors hard, if required.

NENA Error Codes

Error Code	Description	Type
000	Not a NENA error code, see note below.	
100	Illegal Class of Service (non-MSAG)	
101	Illegal Type of Service (non-MSAG)	
102	Illegal Function Code (non-MSAG)	H
103	Not MSAG Valid (MSAG)	H
104	House Number Not Valid (MSAG)	H
105[1]	Street Name Not Valid (MSAG)	H
106[2]	Directional Not Valid (MSAG)	H
107	Community Name Not Valid (MSAG)	H
108	Exchange Matching Failed (MSAG)	
109	Illegal NENA ID (Non-MSAG)	
200	Record Already Exists, Insert Not Allowed	
201	Record Does Not Exist for a Change	
202	Record Does Not Exist for a Delete	
203	Customer Code Does Not Match	
204	Unlock Attempted on a Non-existent TN	
205	Migrate Attempted on a Non-existent TN	
300	Unlock Attempted on an unlocked TN (different NENA ID)	H
301	Migrate Attempted on a Locked	TN
302	Insert Attempted on a TN that is Unlocked	
303	Change Attempted on a TN that is Unlocked	
304	Delete Attempted on a TN that is Unlocked	
305	NENA IDs Do Not Match on a Change or Delete	H
306	NENA IDs Do Not Match on Unlock	H
803	Not a NENA error code, see note below.	
900[3]	Invalid NPA (Valid values> 200, excluding 911)	H
901[4]	Invalid NXX (Valid values=3 digits 000-999)	H
902	Invalid Call Number (Valid values=4 digits 0000-9999)	H
903	Customer Name Missing	
904	County ID Mismatch	
905	NENA IDs Do Not Match on Insert	H
906[5]	Extract Date Invalid / Mismatch (Extract Date in newly imported record is earlier than that in existing record.)	

1 *This error also applies to street suffix.*

2 *This error applies to both prefix directional and post directional.*

3 *If Use Pre-defined Table for NPA / NXX Validation (explained below) is checked, this logic also checks for the combination of NPA / NXX to exist in the Valid NPA / NXX table.*

4 *This error can only be triggered when Use Pre-defined Table for NPA / NXX Validation (explained below) is NOT checked. When triggered, this logic validates the NXX field make up, e.g. digits vs. letters.*

5 *For further information on error 906, see Extract Date below.*

A record in Customer Correction may show the informational code 000. This is not a NENA error code. 000 occurs in the following scenario: A record exists in Customer and a record exists in Customer Correction with the same telephone number, but different company IDs. A subsequent record is imported (daily SOI) and validates immediately to Customer. The record in Customer Correction is tagged with 000 as an indicator that a valid record has been successfully imported to Customer that is more recent than the one in Customer Correction. The data analyst should be aware that the record remaining in Customer Correction might be outdated and that it may not be appropriate to process that record into Customer.

A record in Customer Correction may show error code 803, ESN Mismatch (NPA / NXX Level). This is not a NENA error code. 803 occurs in the following scenario: The NPA / NXX table in Tools / Configuration / NPA / NXX is populated with related ESNs and the Use Pre-defined Table for NPA / NXX Validation is checked in Tools / Configuration / Customer Import Control / Rules tab. A record is imported with a valid NPA / NXX combination but is validated against an MSAG record with an ESN different that one entered in the NPA / NXX table.

User Level: Reader
Readers have read-only access to the discrepancy reports in the ANI / ALI Pending Discrepancies table and the ANI / ALI Archived Discrepancies table. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

Once a discrepancy report has been submitted to the application, it might be necessary to print the report. A printer friendly print feature is available to the web user. This accounts for data that exceeds the default field lengths and creates scroll bars for the respective text windows, that otherwise would not print.

The Pending Discrepancies Table
Active discrepancy reports can be viewed in the ANI / ALI Pending Discrepancies table. Once the problems are reviewed and resolved, Approver moves them to the Archived Discrepancies table.

Select Pending Discrepancies from the ANI / ALI menu on the left. The Pending Discrepancies table displays entry date, transaction ID, status, submitter, responsibility, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, and problem.

> *The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is* ***also*** *tied into the WebDBMS User Profile's access limiting company ID criteria.*

ANI / ALI Pending Discrepancies List

Responsibility
Reports in the Pending Discrepancies list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

To View / Print an ANI / ALI Discrepancy Report
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem (All, No Record Found-Wireline, No Record Found-Wireless, No Record Found-VoIP, No Record Found-Unknown, Misrouted Call, ALI Incorrect, Other, ANI / ALI Failure, ESN Incorrect); Entered between; Responsibility (Submitter / Approver); and Status (New / Working) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To

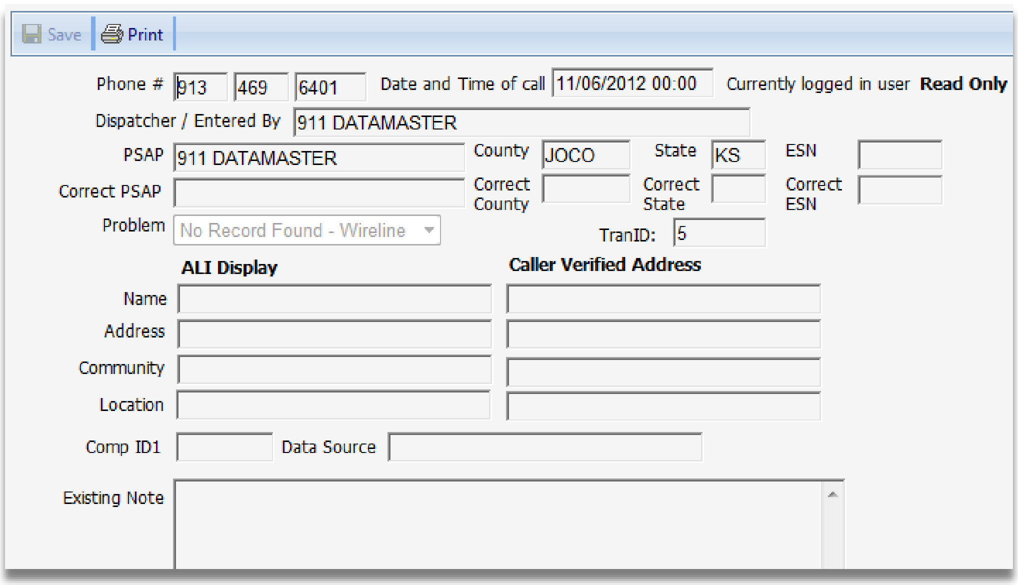
move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the discrepancy report to move to the detail screen.



ANI / ALI Pending Discrepancies — Detail

The report can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen. Using the Save button at this user level will only close the form, but not save anything.

The Archived Discrepancies Table

Once the problems are reviewed and resolved, Approver moves them to the Archived Discrepancies table.

From the ANI / ALI menu on the left, click Archived Discrepancies.

ANI / ALI Archived Discrepancies displays archive date, transaction ID, submitter, approver, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, problem, and entry date. The ANI / ALI Archived Discrepancies table is read only.

ANI / ALI Archived Discrepancies List

> *The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is **also** tied into the WebDBMS User Profile's access limiting company ID criteria.*

To View / Print an ANI / ALI Archived Discrepancy Report

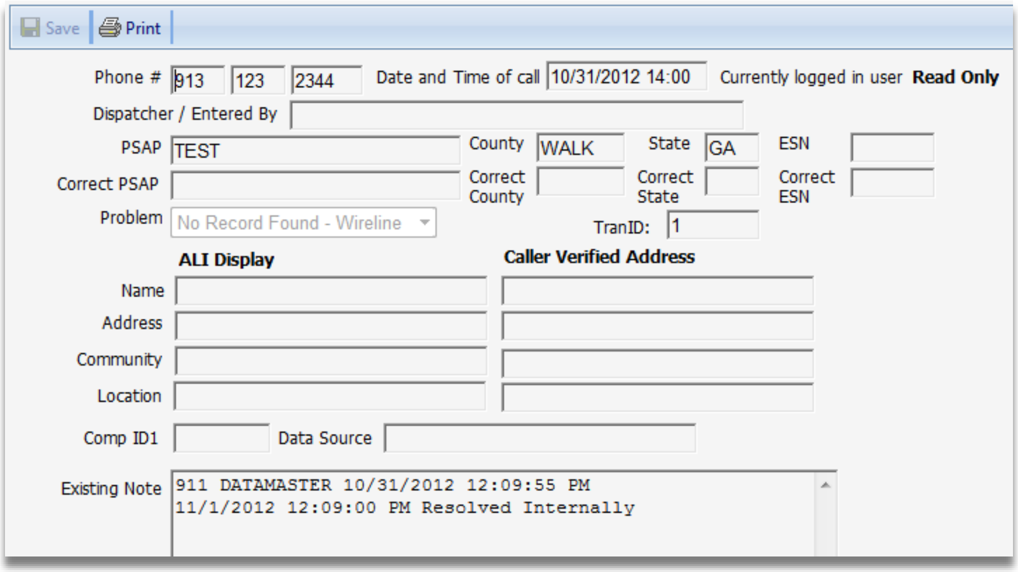
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem (All, No Record Found-Wireline, No Record Found-Wireless, No Record Found-VoIP, No Record Found-Unknown, Misrouted Call, ALI Incorrect, Other, ANI / ALI Failure, ESN Incorrect) and Entered between are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the discrepancy report to move to the detail screen where the disposition of the ANI / ALI discrepancy is detailed in the Existing Note field.



ANI / ALI Archived Discrepancies — Detail

The report can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

User Level: Submitter 1

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends discrepancy reports to Submitter 2. Submitter 2 reviews reports from Submitter 1, creates reports, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

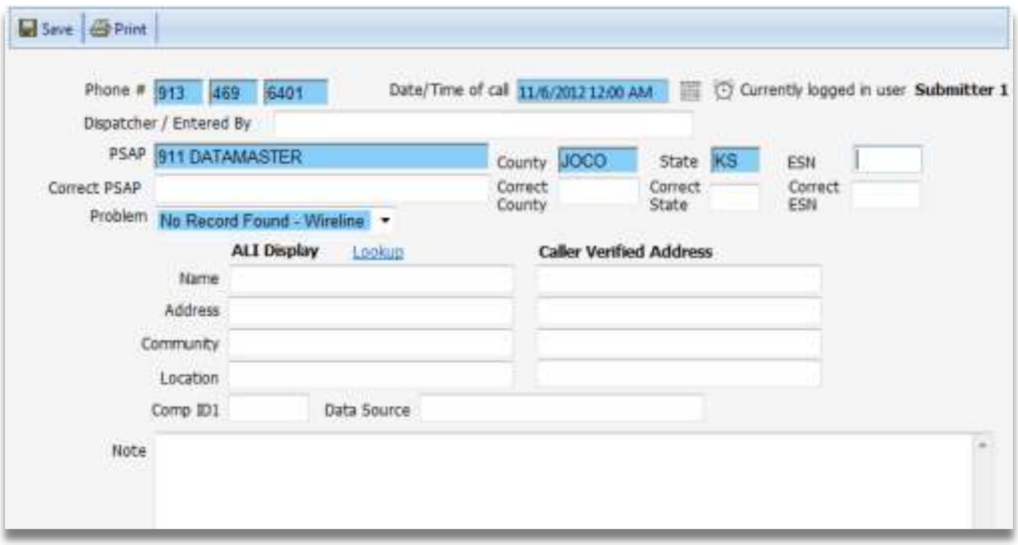
Once a discrepancy report has been submitted to the application, it might be necessary to print the report. A printer friendly print feature is available to the web user. This accounts for data that exceeds the default field lengths and creates scroll bars for the respective text windows, that otherwise would not print.

Submitter 1 is engaged in three major activities:

- **One:** Submitting ANI / ALI discrepancy reports to Submitter 2 and communicating with Submitter 2 to resolve problems in these reports
- **Two:** Monitoring the ANI / ALI Pending Discrepancies table to ensure that all requests for which Submitter 1 is responsible are promptly addressed
- **Three:** Monitoring archived discrepancy reports in the ANI / ALI Archived Discrepancies table

One: Submitting Discrepancy Reports

From the ANI / ALI menu on the left, click ANI / ALI Pending Discrepancies.



ANI / ALI Discrepancy Report — New

Click New on the upper left of the toolbar. Enter data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Phone #: Enter the ten-digit telephone number.

Date of Call: Use the calendar to choose the date of the 9-1-1 call. This field defaults to today’s date.

Time of Call: Use the 24 hour clock to enter the time of the call. Format is hh:mm.

Currently logged in user: displays the privilege level of the user working in the new ANI / ALI Discrepancy report.

Dispatcher / Entered By: Enter the last name of the dispatcher or person creating the discrepancy report.

PSAP: Enter the PSAP designator.

Correct PSAP: Enter the correct PSAP, if applicable.

County: Enter the county.

Correct County: Enter the correct county, if applicable.

State: Enter the state.

Correct State: Enter the correct state, if applicable.

ESN: Enter the ESN.

Correct ESN: Enter the correct ESN, if applicable.

Problem: From the pick list, choose the type of problem.

"Offline Investigation" is designed to report an ANI / ALI discrepancy that is not related to a 9-1-1 call. This problem type is not considered in the calculations for the Database Summary report. If Offline Investigation is selected, the Dispatcher / Entered By field becomes a required field.

- No Record Found-Wireline
- No Record Found-Wireless
- No Record Found-VoIP
- No Record Found-Unknown
- Misrouted Call
- ALI Incorrect
- Other
- ANI / ALI Failure
- ESN Incorrect
- Offline Investigation

ALI Display: If the problem is ALI Incorrect, select the Lookup hyperlink to populate the ALI Display fields based on the telephone number entered at the top of the screen. Once populated, these fields can be edited. If the number is not in DBMS, enter data manually from the display at the PSAP.

Correct ALI Data: Enter the correct information, if known. Each ALI Display field can be double-clicked to insert its values into the Correct ALI Data field. The fields can then be edited as necessary.

Enter any information you would like to convey to other users. Notes from all users are retained in the discrepancy report.

Company ID: Data entered here is for information collection only. It can be used to filter via the query panel at a later time.

Date Source: Data entered here is for information collection only.

To Print / Save / Cancel

Print: Select Print.

Save: Select Save, if you wish to keep the data you entered and to forward the discrepancy report to Submitter 2. Incomplete reports cannot be saved. Once submitted, reports may not be edited or deleted, although notes may be added in certain circumstances.

Cancel: Exit using the X on the top right of the screen.

Two: Monitoring the Pending Discrepancies Table

Active discrepancy reports can be viewed in the ANI / ALI Pending Discrepancies table. Once the problems are reviewed and resolved, Approver moves them to the Archived Discrepancies table.

From the ANI / ALI menu on the left of the screen, click Pending Discrepancies.

ANI / ALI Pending Discrepancies List

ANI / ALI Pending Discrepancies lists entry date, transaction ID, status, submitter, responsibility, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, and problem.

*The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is **also** tied into the WebDBMS User Profile's access limiting company ID criteria.*

Responsibility
Reports in the Pending Discrepancies list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status
Requests have the status **New** or **Working**. A newly-created request has the status **New**. Once the request has been opened, its status becomes **Working**.

Adding Notes to Reports
Reports cannot be edited. However, notes can be added to reports with the status **Working** by users with responsibility for that report. Notes can also be added to reports with the status **New** by users at the level of the one who created it.

Restrictions on adding notes to reports are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can add notes to all reports carrying the responsibility "Submitter 2." They can also add notes to all "New" reports that were created by a Submitter 2.

To View / Print and Add Notes to a Discrepancy Report

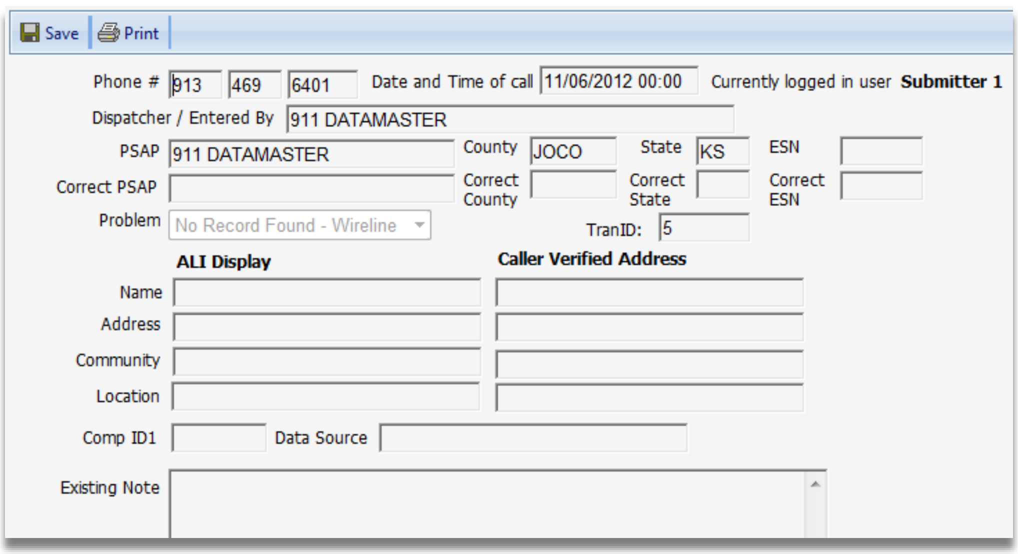
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem, Entered between, Responsibility (Submitter / Approver), and Status (New / Working) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the report to move to the detail screen. Add notes in the New Notes field; other fields may not be edited. Notes from all users are retained in the report record.



ANI / ALI Pending Discrepancy Report — Detail

To Print / Save / Cancel

Print: Select Print.

Save: Select Save, if you wish to keep any notes you entered and to forward the report to Submitter 2.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Discrepancies Table

Once discrepancy reports are reviewed and resolved, Approver moves them to the Archived Discrepancies table where they can be viewed and printed.

From the ANI / ALI menu on the left, click Archived Discrepancies.

ANI / ALI Archived Discrepancies lists archive date, transaction ID, submitter, approver, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, problem, and entry date. The ANI / ALI Archived Discrepancies table is read only.

ANI / ALI Archived Discrepancies List

> *The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is **also** tied into the WebDBMS User Profile's access limiting company ID criteria.*

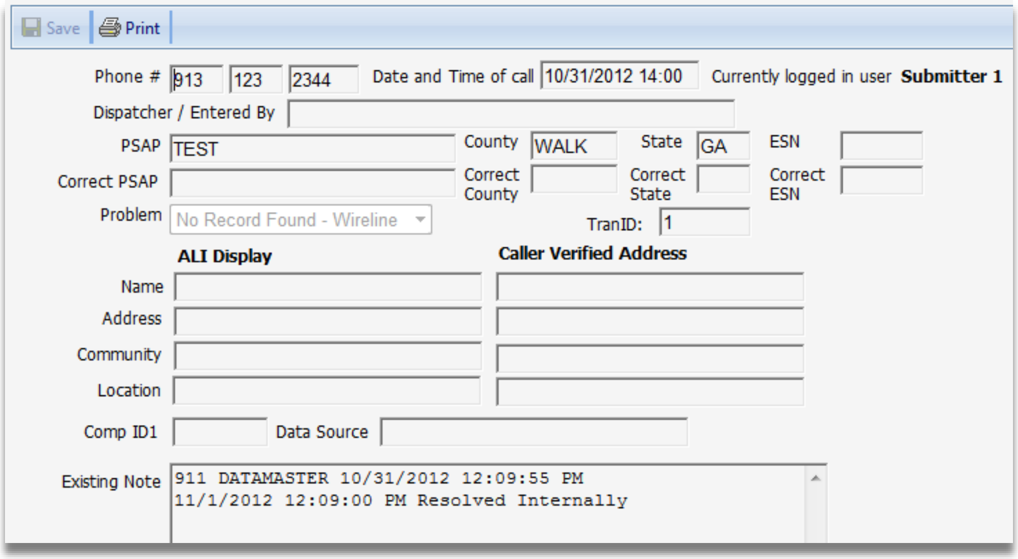
To View / Print an Archived Discrepancy Report
If the discrepancy report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem (All, No Record Found-Wireline, No Record Found-Wireless, No Record Found-VoIP, No Record Found-Unknown, Misrouted Call, ALI Incorrect, Other, ANI / ALI Failure, ESN Incorrect) and Entered between are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the report to move to the detail screen where the disposition of the ANI / ALI discrepancy is detailed in the Existing Note field.



ANI / ALI Archived Discrepancies — Detail

The report can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

User Level: Submitter 2

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends discrepancy reports to Submitter 2. Submitter 2 reviews reports from Submitter 1, creates reports, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

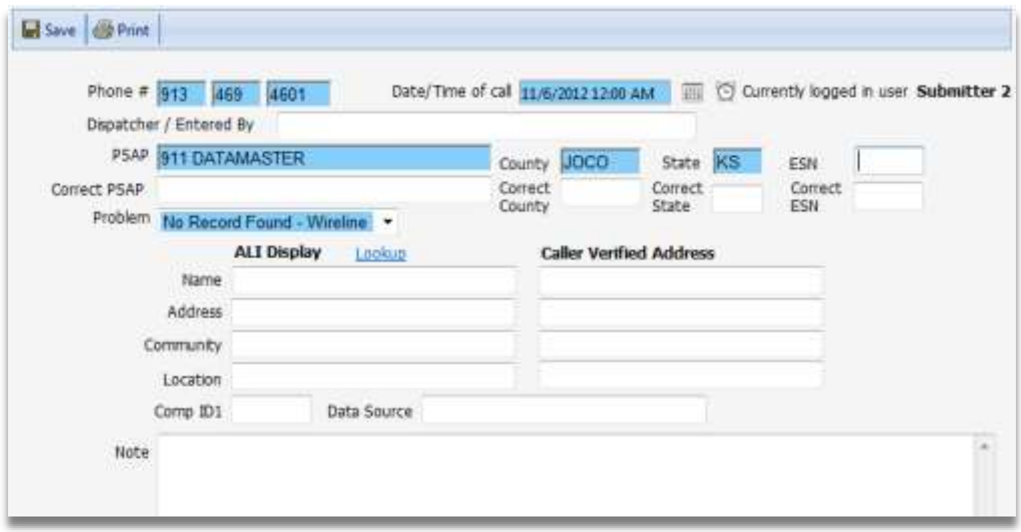
Once a discrepancy report has been submitted to the application, it might be necessary to print the report. A printer friendly print feature is available to the web user. This accounts for data that exceeds the default field lengths and creates scroll bars for the respective text windows, that otherwise would not print.

Submitter 2 is engaged in three major activities:

- **One:** Submitting ANI / ALI discrepancy reports to Approver and communicating with Approver to resolve discrepancies in these reports
- **Two:** Monitoring the ANI / ALI Pending Discrepancies table to ensure that all reports for which Submitter 2 is responsible are appropriately reviewed. This involves:
    - Reviewing discrepancy reports received from Submitter 1 (if configured) and communicating with Submitter 1 to resolve problems in reports and
    - Forwarding reviewed reports to Approver for ultimate disposition
- **Three:** Monitoring archived requests in the ANI / ALI Archived Discrepancies table

One: Submitting Discrepancy Reports

From the ANI / ALI menu on the left, click Pending Discrepancies.



ANI / ALI Discrepancy Report — New

Click New on the upper left of the toolbar. Enter data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.

Phone #: Enter the ten-digit telephone number.

Date of Call: From the pick list chose the date of the 9-1-1 call. This field defaults to today's date.

Time of Call: Use the calendar to enter the time of the call. Format is hh:mm.

Currently logged in user: displays the privilege level of the user working in the new ANI / ALI Discrepancy report.

Dispatcher / Entered By: Enter the last name of the dispatcher or person entering discrepancy report.

PSAP: Enter the PSAP designator.

Correct PSAP: Enter the correct PSAP, if applicable.

County: Enter the county.

Correct County: Enter the correct county, if applicable.

State: Enter the state.

Correct State: Enter the correct state, if applicable.

ESN: Enter the ESN.

Correct ESN: Enter the correct ESN, if applicable.

Problem: From the pick list, choose the type of problem.

"Offline Investigation" is designed to report an ANI / ALI discrepancy that is not related to a 9-1-1 call. This problem type is not considered in the calculations for the Database Summary report. If Offline Investigation is selected, the Dispatcher / Entered By field becomes a required field.

- No Record Found-Wireline
- No Record Found-Wireless
- No Record Found-VoIP
- No Record Found-Unknown
- Misrouted Call
- ALI Incorrect
- Other
- ANI / ALI Failure
- ESN Incorrect
- Offline Investigation

ALI Display: If the problem is ALI Incorrect, select the Lookup hyperlink to populate the ALI Display fields based on the telephone number entered at the top of the screen. Once populated, these fields can be edited. If the number is not in DBMS, enter data manually from the display at the PSAP.

Correct ALI Data: Enter the correct information, if known. Each ALI Display field can be double-clicked to insert its values into the Correct ALI Data field. The fields can then be edited as necessary.

Enter any information you would like to convey to other users. Notes from all users are retained in the discrepancy report.

Company ID: Data entered here is for information collection only. It can be used to filter via the query panel at a later time.

Date Source: Data entered here is for information collection only.

To Print / Save / Cancel

Print: Select Print.

Save: Select Save, if you wish to keep the data you entered. Incomplete reports cannot be saved. Once submitted, reports may not be edited or deleted, although notes may be added in certain circumstances. Save provides the following options:

- **Return to Submitter 1:** This option is not usually chosen when you initiate a request.

> *Use this option only if there is a Submitter 1 configured at your site and you require information from Submitter 1 regarding this request.*

Undo Save and return to record: Choose this option to return to the input screen without saving. You may also use this option to exit without saving, by returning to the report and exiting using the X.

- **Save to Pending Discrepancies list:** Choose this option to save the record to the Pending Discrepancies table while retaining responsibility for the record.

- **Submit to Approver:** Choose this option to save the record to the Pending Discrepancies table and to transfer responsibility to Approver.

Cancel: Exit using the X on the top right of the screen.

Two: Monitoring the Pending Discrepancies Table
Active discrepancy reports can be viewed in the ANI / ALI Pending Discrepancies table. Once the problems are reviewed and resolved, Approver moves them to the Archived Discrepancies table.

From the ANI / ALI menu on the left, select Pending Discrepancies.

ANI / ALI Pending Discrepancies List

ANI / ALI Pending Discrepancies lists entry date, transaction ID, status, submitter, responsibility, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, and problem.

> *The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is **also** tied into the WebDBMS User Profile's access limiting company ID criteria.*

Responsibility
Reports in the Pending Discrepancies list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.

- All requests in red are the responsibility of Submitter 2.

- All requests in green are the responsibility of Approver.

Status

Reports have the status **New** or **Working**. A newly-created report has the status **New**. Once the report has been opened, its status becomes **Working**.

Adding Notes to Reports

Reports cannot be edited. However, notes can be added to reports with the status **Working** by users with responsibility for that report. Notes can also be added to reports with the status **New** by users at the level of the one who created it.

> *Restrictions on adding notes to reports are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can add notes to all reports carrying the responsibility "Submitter 2." They can also add notes to all "New" reports that were created by a Submitter 2.*

To View / Print and Add Notes to a Discrepancy Report

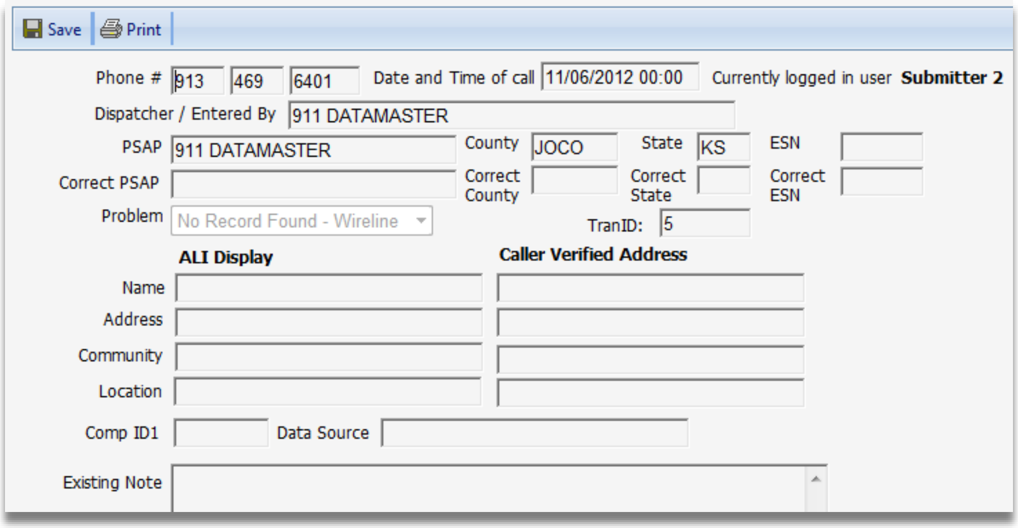
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem, Entered between, Responsibility (Submitter / Approver), and Status (New / Working) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the report to move to the detail screen. Add notes in the New Notes field; other fields may not be edited. Notes from all users are retained in the report record.



ANI / ALI Pending Discrepancy Report — Detail

To Print / Save / Cancel

Print: Select Print.

Save: Select Save, if you wish to keep any notes you entered. Save provides the following options:

- Return to Submitter 1: Choose this option to request further information from Submitter 1.

> *Use this option only when a Submitter 1 has been configured at your site and you require information from Submitter 1 regarding this request.*

- Undo Save and return to record: Choose this option to return to the input screen without saving.
- Save to Pending Discrepancies list: Choose this option to save the report to the Pending Discrepancies table while retaining responsibility for the report.
- Submit to Approver: Choose this option to save the report to the Pending Discrepancies table and to transfer responsibility to Approver.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Three: Monitoring the Archived Discrepancies Table
Once discrepancy reports are reviewed and resolved, Approver moves them to the Archived Discrepancies table where they can be viewed and printed.
From the ANI / ALI menu on the left, click Archived Discrepancies.

ANI / ALI Archived Discrepancies displays archive date, transaction ID, submitter, approver, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, problem, and entry date. The ANI / ALI Archived Discrepancies table is read only.

ANI / ALI Archived Discrepancies List

> *The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is* ***also*** *tied into the WebDBMS User Profile's access limiting company ID criteria.*

To View / Print an Archived Discrepancy Report

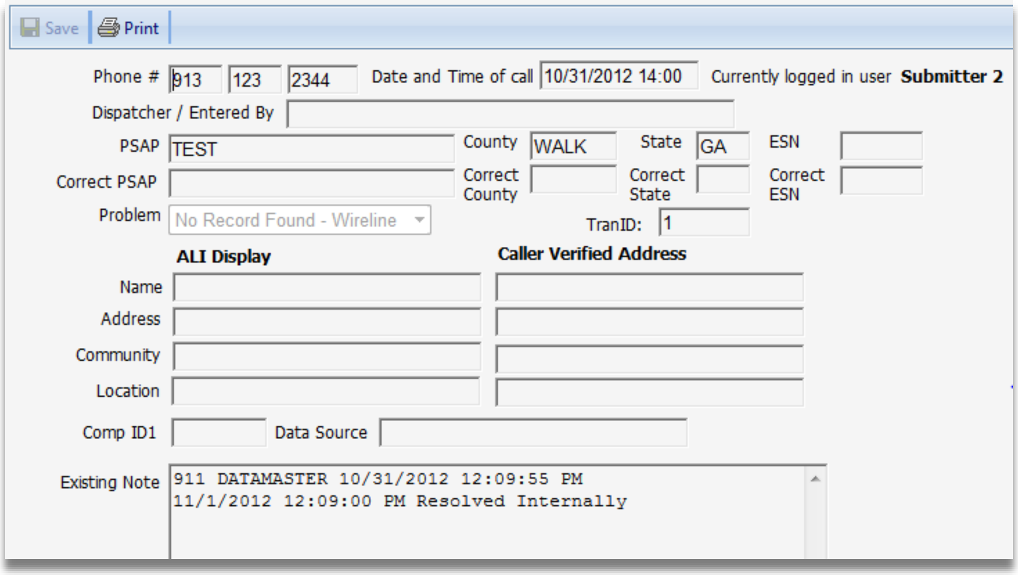
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem (All, No Record Found-Wireline, No Record Found-Wireless, No Record Found-VoIP, No Record Found-Unknown, Misrouted Call, ALI Incorrect, Other, ANI / ALI Failure, ESN Incorrect) and Entered between are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

> *To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.*

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

> *Excel is subject to its own maximum record count limitations.*

From the list, double-click the discrepancy report to move to the detail screen where the disposition of the ANI / ALI discrepancy is detailed in the Existing Note field.



ANI / ALI Archived Discrepancies — Detail

The report can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

User Level: Approver

Approvers provide a very important problem-resolution and record-keeping function in ANI / ALI. It is essential that Approvers document discrepancy reports precisely, especially date / time, when referring reports to and receiving information from service providers.

Once a discrepancy report has been submitted to the application, it might be necessary to print the report. A printer friendly print feature is available to the web user. This accounts for data that exceeds the default field lengths and creates scroll bars for the respective text windows, that otherwise would not print.

Approvers are engaged in three major activities:

- **One:** Reviewing ANI / ALI discrepancy reports in the Pending Discrepancies table, communicating with Submitter 2 and service order providers to resolve discrepancies, documenting solutions, and archiving resolved discrepancy reports

- **Two:** Initiating ANI / ALI Discrepancy reports

- **Three:** Monitoring archived reports in the ANI / ALI Archived Discrepancies table

Two levels of submitters are supported in WebDBMS. If Submitter 1 is configured, that user sends ANI / ALI discrepancy reports to Submitter 2. Submitter 2 reviews requests from Submitter 1, creates reports, and forwards both to Approver for acceptance. When only one level of submitter is required, only Submitter 2 should be configured. Users are configured in Tools / WebDBMS User Maintenance in the DBMS software.

One: Reviewing Discrepancy Reports

Once Submitter 2 initiates / reviews discrepancy reports and submits them to Approver, they become Approver's responsibility and can be viewed in the ANI / ALI Pending Discrepancies table. Once the approver chooses from the Archive Report pick list and saves reports, they move to the Archived Discrepancies table.

From the ANI / ALI menu on the left, click Pending Discrepancies.

ANI / ALI Pending Discrepancies List

ANI / ALI Pending Discrepancies lists entry date, transaction ID, status, submitter, responsibility, telephone number, date and time of 9-1-1 call, dispatcher, PSAP, and problem.

*The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is **also** tied into the WebDBMS User Profile's access limiting company ID criteria.*

Responsibility

Reports in the Pending Discrepancies list are displayed in three colors based on responsibility:

- All requests in blue are the responsibility of Submitter 1.
- All requests in red are the responsibility of Submitter 2.
- All requests in green are the responsibility of Approver.

Status

Reports have the status **New** or **Working**. A newly-created report has the status **New**. Once the report has been opened, its status becomes **Working**.

Adding Notes to Reports

Reports cannot be edited. However, notes can be added to reports with the status **Working** by users with responsibility for that report. Notes can also be added to reports with the status **New** by users at the level of the one who created it.

Restrictions on adding notes to reports are based on user level, not Login ID. For example, all users at the Submitter 2 level assigned the same database access and privileges can add notes to all reports carrying the responsibility "Submitter 2." They can also add notes to all "New" reports that were created by a Submitter 2.

To View / Print and Add Notes to a Discrepancy Report

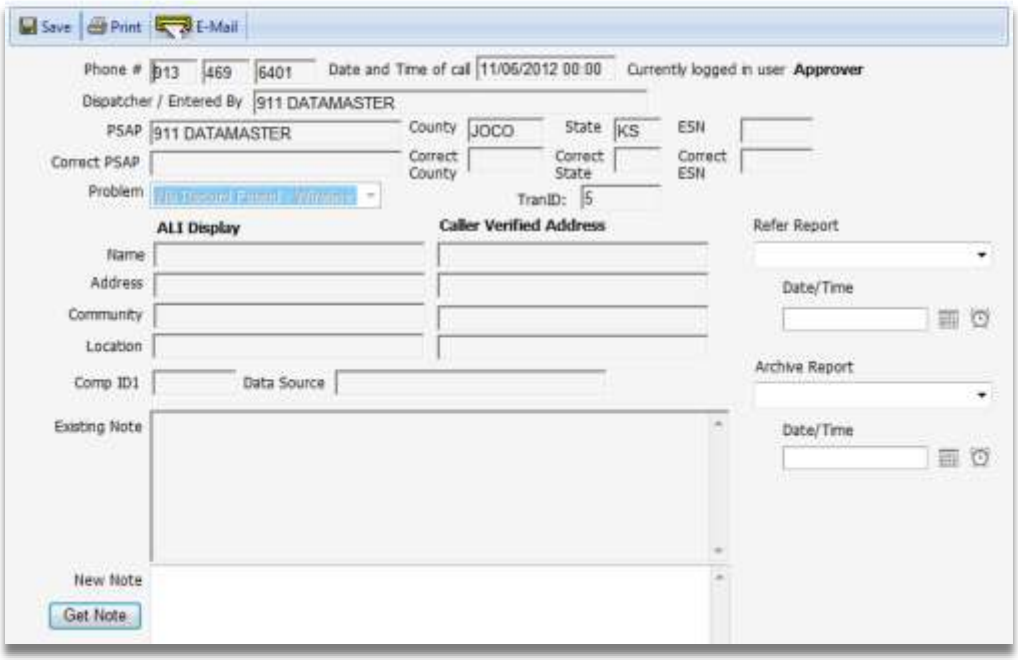
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem (All, No Record Found-Wireline, No Record Found-Wireless, No Record Found-VoIP, No Record Found-Unknown, Misrouted Call, ALI Incorrect, Other, ANI / ALI Failure, ESN Incorrect); Entered between; Responsibility (Submitter / Approver); and Status (New / Working) are pick lists. In the Submitter field you may enter the first few characters of the last name of the submitter. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows on the bottom right to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

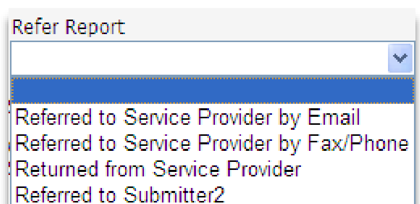
From the list, double-click the report to move to the detail screen. Approvers may add New Notes and complete Refer Report, Date, Time, Archive Report, Date, and Time fields. Notes from all users are retained in the report record.



ANI / ALI Pending Discrepancy Report Approver — Detail

> *The fields available to Approver in the detail screen are for record-keeping purposes only; they do not cause changes to be made to the 9-1-1 database.*

Use the **Refer Report** pick list to record how the discrepancy is being solved.



ANI / ALI Pending Discrepancy Report Approver — Detail Pick List

- **Referred to Service Provider by Email:** Choose this option, and then select Email from the top toolbar. This places the report in the body of an Email message. Once the report is saved, the date / time and the referral are automatically placed in the Note field, and the report remains in the Pending Discrepancies table with the responsibility Approver.

> *If the character count exceeds the maximum count supported by Microsoft mail command, text in the Note field will be dropped. If the character count still exceeds the maximum, the ALI Display / Correct ALI Display text will also be dropped. Dropped text can be pasted in, as necessary.*

- **Referred to Service Provider by Fax / Phone:** This records that you have referred the report to the appropriate service provider via fax or telephone. Enter the date and time in the fields below the pick list. Once the report is saved, referral and date / time appear in the Note field, and the report remains in the Pending Discrepancies table with the responsibility Approver.

- **Returned from Service Provider:** This records that you have received information about this report from the service provider. Enter the date and time in the fields below the pick list. Once the report is saved, the referral and date / time appear in the Note field, and the report remains in the Pending Discrepancies table with the responsibility Approver.

- **Referred to Submitter 2:** This records that you require additional information from submitter 2. Request information in the New Note field. Once the report is saved, the date / time and the referral are automatically inserted in the Note field, and the report appears in the Pending Discrepancies table in blue with the responsibility Submitter 2.

New Note: Enter free text in this field or choose Get Note. Get Note provides a pick list of common notes based on individual ANI / ALI errors. You may pick as many notes as necessary. Date / time is logged when the record is saved. Notes from all users are retained in the report.

Approver Note: Notes entered here can only be viewed by Approvers.

If the problem detailed in the report has been resolved, you may also archive the report before saving. Please see Archiving Discrepancy Reports below.

To Print / Save / Cancel

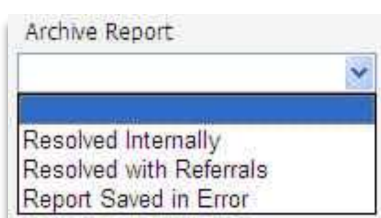
Print: Select Print.

Save: Select Save, if you wish to keep the changes you entered. Unless archived, the report remains in the Pending Discrepancies table.

Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

To Archive a Discrepancy Report

Once the report problem has been resolved, the report should be archived. From the ANI / ANI Pending Discrepancy detail screen, chose from the Archive Report pick list.



ANI / ALI Discrepancy Report Detail: Archive Report

- **Resolved Internally:** This records that the problem has been resolved without consulting others and moves the report to the ANI / ALI Archived Discrepancies table. Once the report is saved, this information, along with date / time, is automatically appended to the Note field.

- **Resolved with Referrals:** This records that referrals were required to resolve the discrepancy and moves the report to the ANI / ALI Archived Discrepancies table. Once the report is saved, this information, along with date / time, is automatically appended to the Note field.

- **Report Saved in Error:** This records that the report was submitted in error and no action resulted from it. (For example, an incorrect telephone number may have been entered initially. Once a report is saved, it cannot be corrected or deleted and must be logged.) All such reports should be explained in detail in the Note field. This archiving information, along with date / time is automatically appended to the Note field.

To Print / Save / Cancel

Print: Select Print.

Save: Select Save, if you wish to keep the changes you entered. Save moves the report to the Archived Discrepancies table.

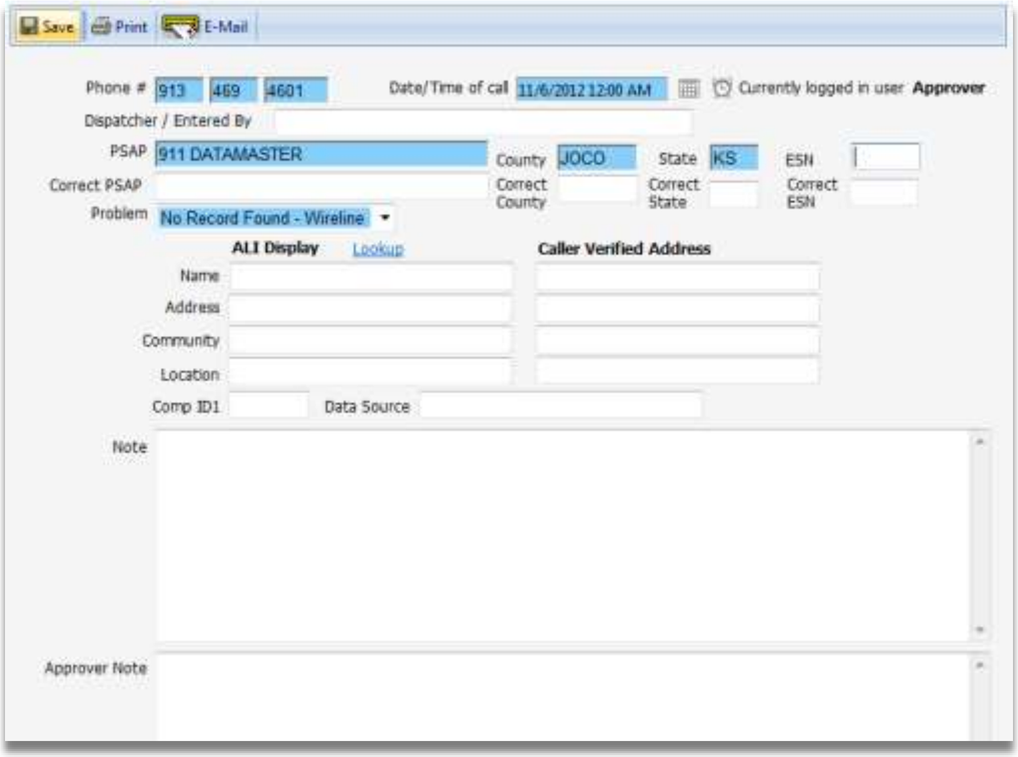
Cancel: Select the X on the top right of the screen to return the record to its pre-edited form.

Two: Initiating Discrepancy Reports
On occasion, approvers may initiate ANI / ALI discrepancy reports in order to refer problems to PSAPs or service providers.

From the ANI / ALI menu on the left, click Pending Discrepancies.

Click New on the upper left of the toolbar. Enter data. Use the tab key to progress from one entry field to the next.

Fields highlighted in blue must be completed.



ANI / ALI Discrepancy Report-Approver — New

Phone #: Enter the ten-digit telephone number.

Date of Call: Use the calendar to choose the date of the 9-1-1 call.

Time of Call: Use the 24 hour clock to enter the time of the call. Format is hh:mm.

Currently logged in user: displays the privilege level of the user working in the new ANI / ALI Discrepancy report.

Dispatcher / Entered By: Enter the last name of the dispatcher or person creating the discrepancy report.

PSAP: Enter the PSAP designator.

Correct PSAP: Enter the correct PSAP, if applicable.

County: Enter the county.

Correct County: Enter the correct county, if applicable.

State: Enter the state.

Correct State: Enter the correct state, if applicable.
ESN: Enter the ESN.

Correct ESN: Enter the correct ESN, if applicable.

Problem: From the pick list, choose the type of problem.

"Offline Investigation" is designed to report an ANI / ALI discrepancy that is not related to a 9-1-1 call. This problem type is not considered in the calculations for the Database Summary report. If Offline Investigation is selected, the Dispatcher / Entered By field becomes a required field.

- No Record Found-Wireline
- No Record Found-Wireless
- No Record Found-VoIP
- No Record Found-Unknown
- Misrouted Call
- ALI Incorrect
- Other
- ANI / ALI Failure
- ESN Incorrect
- Offline Investigation

ALI Display: If the problem is ALI Incorrect, select the Lookup hyperlink to populate the ALI Display fields based on the telephone number entered at the top of the screen. Once populated, these fields can be edited. If the number is not in DBMS, enter data manually from the display at the PSAP.

Correct ALI Data: Enter the correct information, if known. Each ALI Display field can be double-clicked to insert its values into the Correct ALI Data field. The fields can then be edited as necessary.

Enter any other information relating to this report. Notes from all users are retained in the report record.

Company ID: Data entered here is for information collection only. It can be used to filter via the query panel at a later time.

Date Source: Data entered here is for information collection only.

Approver Note: Data entered here can only be viewed by a user at the approver level.

To Print / Save / Cancel

Print: Select Print.

Save: Select Save, if you wish to keep the data you entered. Incomplete reports cannot be saved. Once saved, reports may not be edited or deleted, although notes may be added in certain circumstances. Save offers the following options:

Save and return to Submitter 2: Select this option if you require additional information from Submitter 2 to solve this problem.

Undo save and return to record: Select this option if you would like to make corrections to the report before saving. You may also use this option to exit without saving the report by returning to the report and exiting using the X.

Save to Pending Discrepancies list: Select this option to save the report to the Pending Discrepancies table with the responsibility Approver.

Cancel: Exit using the X on the top right of the screen.

Three: Monitoring the Archived Discrepancies Table
Once problems are reviewed and resolved, Approver moves discrepancy reports to the ANI / ALI Archived Discrepancies table where they can be viewed and printed.

From the ANI / ALI menu on the left, click Archived Discrepancies.

ANI / ALI Archived Discrepancies lists archive date, transaction ID, submitter, approver, telephone number, date and time of call, dispatcher, PSAP, problem, and entry date. The ANI / ALI Archived Discrepancies table is read only.

ANI / ALI Archived Discrepancies List

The company ID field on the ANI / ALI query panel supports filtering of existing discrepancy reports; it is ***also*** *tied into the WebDBMS User Profile's access limiting company ID criteria.*

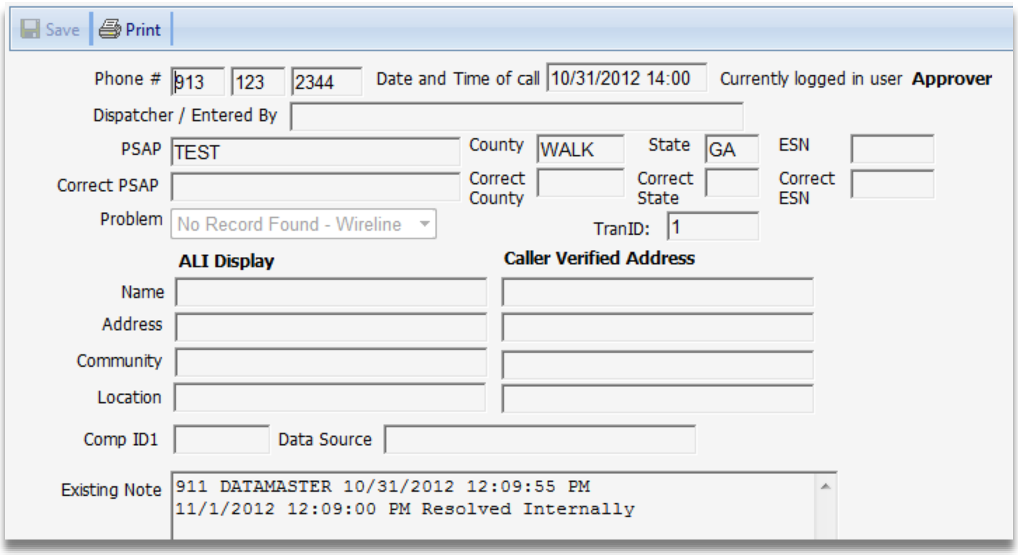
To View / Print an ANI / ALI Archived Discrepancy Report
If the report is not displayed, open the query panel and enter query criteria in any or all of the fields. Note that Problem (All, No Record Found-Wireline, No Record Found-Wireless, No Record Found-VoIP, No Record Found-Unknown, Misrouted Call, ALI Incorrect, Other, ANI / ALI Failure, ESN Incorrect) and Entered between are pick lists. In the Submitter and Approver fields you may enter the first few characters of the last name of the submitter or approver. Select Run Query. The results of the search are listed. The number of records matching the query criteria is displayed on the bottom left of the screen. To move to a particular page of the list, select the page number from the pick list or use the arrows to move to the next page / previous page. When the list is long, you may move through the records 500 at a time using the double arrows (Next Block / Previous Block). Close the query panel to display more reports.

To ensure application performance local to the hosted site, the 9-1-1 database administrator can set the maximum record count being returned in any grid result.

With appropriate user privileges, the list may be exported to MS Excel™ by selecting Export on the top toolbar.

Excel is subject to its own maximum record count limitations.

From the list, double-click the report to move to the detail screen where the disposition of the ANI / ALI problem is detailed in the Existing Note field.



ANI / ALI Archived Discrepancies — Detail

The report can be printed by selecting the Print button. Exit using the X in the upper right corner of the screen.

Click on Reports in the explorer bar and select the appropriate report. Records in these reports are limited both by criteria entered in their individual query panels and by privileges granted to WebDBMS users in the DBMS software. Reports may be read on the screen, printed, or saved to files. Once a report is run the total number of pages is reported in the report tool bar.

Microsoft Active X Control™ must be downloaded and installed in order to print Reports.

- To read reports on the screen, minimize the explorer bar by dragging the edge of the report screen over it and minimize the query panel by selecting Query Panel from the top tool bar. Use the scroll bars to view pages, use the arrows in the report tool bar to move from page to page, and use the zoom feature for clarity.

- To save to a file, select the format from the pick list and select Export.

  Adobe Acrobat (.pdf) is the preferred format. Excel is subject to its own maximum record count limitations.

- To print, select the printer icon. If the report does not print properly — this can be a problem with landscape reports on some printers — first export to Adobe Acrobat™ then print or check your printer's user guide.

Agency Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Agency Report includes all agencies in all counties and states. Select Run Query. The report may be canceled in progress by selecting the back button.

This report is ordered by agency name and includes Name, Agency Type, County, State, the Information on the Dispatcher's Screen, and the Miscellaneous field from the Agency table.

ESN Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the ESN Report includes all ESNs and their constituent agencies. Select Run Query. The report may be canceled in progress by selecting the back button.

This report is ordered by ESN and includes ESN, County, State, Law, Fire, and EMS.

MSAG Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the MSAG Report includes all MSAG records in all counties and states. Select Run Query. The report may be canceled in progress by selecting the back button.

The MSAG Report is alphabetically ordered and includes Prefix Directional, Street Name, Street Suffix, Post Dir, Low, High, Side, ESN, Community, County, and State. The report concludes with the number of records in the report.

MSAG History Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the MSAG History Report includes all changes and deletes made to the MSAG table in all counties and states. Select Run Query. The report may be canceled in progress by selecting the back button.

This report includes Street (combined), Low Range, High Range, Side, ESN, Community / County / State, Action Date, Action (C=change and D=delete), and Action By (login ID).

Customer Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Customer Report includes all records in all counties and states. Select Run Query. The report may be canceled in progress by selecting the back button.

This report is ordered by telephone number and includes Customer, Phone, House No, Sfx (house number), PreDir, Street, Sfx, (street), Post Dir, Community, County, State, ESN, Class, and Type.

Customer Correction Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Customer Correction Report includes all records awaiting correction in all counties and states. Select Run Query. The report may be canceled in progress by selecting the back button.

This report is ordered by telephone number and includes Customer, House No, Sfx (house number), PreDir, Street, Sfx, (street), Post Dir, Location, Community, State, County, Error Number and Description, Phone, ESN, Class, and Type.

Customer History Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Customer History Report includes all changes and deletes made to the Customer table in all counties and states. Select Run Query. The report may be canceled in progress by selecting the back button.

This report is ordered by telephone number and includes Customer, Address, Location, State, County, Phone, ESN, Action Date, Action (C=change and D=delete), and Action By (login ID).

Click on Metrics in the explorer bar and select the appropriate report. Metrics report on the quality of the 9-1-1 database. Reports in Metrics are limited both by criteria entered in their individual query panels and by privileges granted to WebDBMS users in the DBMS software. Reports may be read on the screen, printed, or saved to files. Once a report is run the total number of pages is reported in the report tool bar.

Microsoft Active X Control™ must be downloaded and installed in order to print Metrics reports.

- To read reports on the screen, minimize the explorer bar by dragging the edge of the report screen over it and minimize the query panel by selecting Query Panel from the top tool bar. Use the scroll bars to view pages, use the arrows in the report tool bar to move from page to page, and use the zoom feature for clarity.

- To save to a file, select the format from the pick list and select Export.

  Adobe Acrobat (.pdf) is the preferred format. Excel is subject to its own maximum record count limitations.

- To print, select the printer icon. If the report does not print properly — this can be a problem with landscape reports on some printers — first export to Adobe Acrobat™ then print or check your printer's user guide.

Aging Detailed Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Aging Detailed Report includes all active customer correction records. Select Run Query. The report may be canceled in progress by selecting the back button.

This report is ordered by age in days and includes Phone Number, Function, Age in Days, and Errors.

Aging LNP (Local Number Portability) Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. You must select at least one of the record type check boxes and enter the appropriate number of days. If both boxes are checked, the Aging LNP Report includes all migrate records that do not have unlocks and all stranded unlocks older than the days entered. The report may also be grouped by State / County. Select Run Query. The report may be canceled in progress by selecting the back button.

The report is ordered by record age in days and includes Phone Number, Function, Company ID, and Age in Days. In addition, if a telephone number contained in the report is a failed migrate record in Customer Correction and is also contained in the Customer table, this report will display in parenthesis the Company ID to which the record is locked.

Aging Summary Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Aging Summary Report includes a numeric summary of all error occurrences by error number / description as well as the average age of that error in days. Select Run Query. The report may be canceled in progress by selecting the back button.

The report can be grouped by NENA ID or State / County and includes errors by type: data errors, functional errors, portability errors, and other errors; as well as age in days.

ALI Query Summary Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the report displays all ALI queries from all links. Select Run Query. The report may be canceled in progress by selecting the back button.

The report displays a graphic view of the percentages of successful and unsuccessful ALI queries. Further, the unsuccessful queries are divided into percent no record founds, percent misrouted calls, percent ALI discrepancies, and percent MSAG discrepancies.

Database Summary Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no other criteria are entered, the report displays a summary and detail on the accuracy of DBMS records and the percent of successful ALI queries. Select Run Query. The report may be canceled in progress by selecting the back button.

The report displays a graphic view of the percentages of database accuracy and the percentage of successful ALI queries. On the second page, the resolution time for DBMS error records is reported, and on the third page the types of ALI queries are tabulated and well as the types of errors in unsuccessful queries.

Erroneous Input Summary Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no criteria are entered, the Erroneous Input Summary Report includes a numeric summary of all active error records all by error type. If Active is chosen from the Status pick list, the report reflects the current state of the database. If Inactive is chosen and a date range entered in the Closed between fields, a historic view of database quality is provided. Select Run Query. The report may be canceled in progress by selecting the back button.

The report is grouped by service order provider (if checked) and error type and includes error, error description, pending error, and average age in days.

Posting Times Report
Open the query panel, if necessary. Enter the appropriate criteria for the report. If no other criteria are entered, the Posting Times Report includes a display of the times required by responsible entities to close ANI / ALI and MSAG error records. Select Run Query. The report may be canceled in progress by selecting the back button.

The report includes times in hours and minutes by government, database management service provider, and service order provider.

WebPBX is designed to provide PBX operators access to appropriate customer records in the 9-1-1 database via the Internet. It allows PBX users to query, view, add, edit, and delete their own customer records. Customer records are inserted using MSAG-valid templates created in the DBMS software. Records are saved directly to the 9-1-1 database and undergo the same checks as customer records from telephone companies.

Login IDs, passwords, and restrictions are set in Tools / WebDBMS User Maintenance and address templates are created in Tools / Configuration / Service Order Providers in the DBMS software. The 9-1-1 database provider supplies the appropriate URL to WebPBX users.

WebPBX Login / Logoff / Change Password

> *In order to access WebPBX, the 9-1-1 database provider must first create the Login ID, Password, address templates, and restrictions in the DBMS software. If you have difficulties logging in or accessing appropriate data, please contact the 9-1-1 database provider.*

To Log in: Enter the Login ID and Password. Once logged in, the user has read-write access to the customer records assigned in DBMS.

> *A prolonged period of inactivity will cause the user to be logged off. If this occurs, repeat the login process.*

To Log off: Select Logout link at the top of the screen.

To Change Password: Select the Change Password link at the top of the screen.

Customer Table

WebPBX Customer Table

To Add a Customer Record

Select the Add button from the query panel.

Add Customer

In the Add Customer screen, choose the appropriate address and range from the pick list. Selecting an address will populate the address elements, while selecting a range will populate the NPA / NXX on the record.

If so configured in DBMS, the Address and Location fields will also display the building name. Once the address is chosen, the proper NPA, NXX, Community, State, and Company ID are included in the template. These entries can be changed only by the 9-1-1 database provider. Fields highlighted in blue must be completed.

Also, if so configured in DBMS, the Customer name will display the PBX profile name during an Add Customer transaction. The value, if present, can be modified as needed by the WebPBX user, as desired.

Number: Enter the final four digits of the customer's telephone number.

Customer: Enter customer, last name first. Input is limited to 32 characters.

Location: If so configured in DBMS, the building name is displayed here. Enter additional free-formatted address information, such as suite or room number, if desired. Input is limited by the 9-1-1 provider in Tools / Configuration / System Options in DBMS.

Class of Service: Select from the pick list.

Type of Service: Select from the pick list.

Comments: Enter optional notes. Input is limited by the 9-1-1 provider in Tools / Configuration / System Options in DBMS.

Reserved: Input is limited by the 9-1-1 provider in Tools / Configuration / System Options in DBMS.

To Save / Cancel

Save: Select Save, if you want to keep the data you entered. The software checks to make sure that all required fields are completed and that other validity checks are performed before saving. Select the X on the top right to close the Add Customer screen. The record is saved directly to the 9-1-1 database.

Cancel: Select the Cancel button to clear the screen and delete the data just entered or exit using the X on the top right of the screen.

To View, Edit, or Delete a Customer Record

In the query panel, enter search criteria to find the appropriate record. Note that it is only necessary to enter the last four digits of the telephone number. Enter data in any or all of the fields. Select Run Query. The results of the query are listed. The number of records matching the query criteria is displayed on the lower left corner of the screen.

From the list screen, find the appropriate record. If it is necessary to move from page-to-page in the list, click on the page numbers in the lower left corner of the list screen.

Click Edit to view or change the record. To edit, click into the proper fields and make the appropriate changes.

Edit Customer

Within the Edit screen, it is possible to change the address template by way of the ‘Change Address’ button or ‘Change Number’ button respectively.

If changing the number block, the 10 digit telephone number may not be able to be saved, as the new number block may adhere to a different block limitation (outside of range).

Save: Select Save, if you want to keep the changes you entered. The software checks to make sure that all required fields are completed before saving. Select the X on the top right to close the Customer Maintenance screen. The record is saved directly to the 9-1-1 database.

Cancel: Select the Cancel button to return the record to its pre-edited form or exit using the X on the top right of the screen.

Click Delete to remove the record from the 9-1-1 database.

To Print Lists and Records
Individual list screens in can be printed by selecting by right-clicking and selecting Print. Select landscape when you print list screens.

Individual records can also be printed by right clicking and selecting Print. *Select landscape when you print records.*

To Export to MS Excel™ and NENA 2.1
All records within a PBX account can be exported to MS Excel™ and NENA 2.1 by selecting the appropriate button on the query panel.

Excel is subject to its own maximum record count limitations. The Extract Date in records exported in NENA 2.1 format will be the export date, not the Extract Date the records carry before the export.

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